

# Gateshead Branch Review

Our branch at Gateshead is closing on 10 May 2022.

## What you need to know

The way customers bank with us is changing with the vast majority of everyday transactions now being made digitally. Over 2.2 million of our customers now choose to bank online, and over 1.6 million use our Mobile Banking App. Even before COVID-19 customers were choosing other ways to bank with us, with 44% using services at our cash machines and 24% using a Post Office®. We have supported over 1.1 million customers through our online chat service and our customers continue to use our telephone and video banking services. We have also now introduced Mobile Money Confidence Experts in 40 communities across the country this year.

TSB remains committed to face-to-face services through a branch network that covers the whole country. 90% of our customers are within a 20-minute drive to their closest branch. However, we need to make sure our branches meet the current and future needs of our customers. So we've looked carefully at our Gateshead branch at 264 High Street, Gateshead, NE8 1DJ and how it is used, and we've taken the decision to close it. At this branch, 76% of our personal and 91% of our business customers also use another TSB branch or channel. In the last two years we've seen a 66% decrease in transactions at this branch, with only 28 customers visiting the branch regularly, 22 of which use the branch and no other channel.

Below is a summary of some information we've gathered about how our customers use our Gateshead branch.

|  |   |   |
|--|---|---|
| <b>67%</b><br>of our personal customers now use mobile, online or telephone banking. This has increased by 5% in the last two years  | <b>46%</b><br>of our personal customers use services at our cash machines | <b>35%</b><br>of our personal customers also use the Post Office® |
| <b>85%</b><br>of our business customers now use mobile, online or telephone banking. This has increased by 15% in the last two years | <b>27%</b><br>of our business customers use services at our cash machines | <b>9%</b><br>of our business customers also use the Post Office®  |

## What does this change mean for you

There are a number of other branches you can visit, including Newcastle, St Mary's below, which is 2.2 miles away from the closing branch. To find the branch most convenient for you, please go to [tsb.co.uk/branch-locator](https://tsb.co.uk/branch-locator)

## About Gateshead branch

| Opening times*             | Address                                   | Cash machine inside               | Cash machine outside               | Counter services  |
|----------------------------|---|-----------------------------------|------------------------------------|-------------------|
| Monday 9.00am – 5.00pm     | 264 High Street,<br>Gateshead, NE8 1DJ    | ✓                                 | ✓                                  | ✓                 |
| Tuesday 9.00am – 5.00pm    |   | Cash machine inside               | Cash machine outside               | Counter services  |
| Wednesday 10.00am – 5.00pm | Telephone number<br><b>01913 209 993*</b> | ✓                                 | ✗                                  | ✓                 |
| Thursday 9.00am – 5.00pm   |   | Self-serve deposit machine inside | Self-serve deposit machine outside | Wheelchair access |
| Friday 9.00am – 5.00pm     |   |                                   |                                    |                   |
| Saturday Closed            |   |                                   |                                    |                   |
| Sunday Closed              |   |                                   |                                    |                   |

## About Newcastle, St Mary's branch

| Opening times*             | Address   | Cash machine inside               | Cash machine outside               | Counter services  |
|----------------------------|---|-----------------------------------|------------------------------------|-------------------|
| Monday 9.00am – 5.00pm     | 162 Northumberland<br>Street, Newcastle<br>upon Tyne, NE1 7PR | ✓                                 | ✓                                  | ✓                 |
| Tuesday 9.00am – 5.00pm    |   | Cash machine inside               | Cash machine outside               | Counter services  |
| Wednesday 10.00am – 5.00pm | Telephone number<br><b>01913 209 997*</b>                     | ✓                                 | ✗                                  | ✓                 |
| Thursday 9.00am – 5.00pm   |   | Self-serve deposit machine inside | Self-serve deposit machine outside | Wheelchair access |
| Friday 9.00am – 5.00pm     |   |                                   |                                    |                   |
| Saturday 9.00am – 5.00pm   |   |                                   |                                    |                   |
| Sunday Closed              |   |                                   |                                    |                   |

## How to get to the closest branch



26 minutes



6 minutes



Yes



Yes

You can also use our Newcastle, Milvain branch at 104 West Road, Newcastle upon Tyne, NE4 9QA.

Broadband coverage is available in the surrounding area of the closing branch so you can bank online.

Travel information correct at time of print but can vary, please check for your convenience.

### Services at your Post Office®

As a personal banking customer, you can use most Post Office® branches to:

- Withdraw up to £200 if you have an ATM card.
- Withdraw up to £500 with a debit card.<sup>^</sup>
- Check your balance.
- Pay in cash and cheques to your account.

As a business banking customer, you can use most Post Office® branches to:

- Withdraw cash using your business debit card.<sup>^</sup>
- Check your balance.
- Pay in cash and cheques to your account.
- Exchange cash using the Post Office® Change Giving service.

### Post Office® branches nearby

101 Coatsworth Road,  
Gateshead, Tyne and  
Wear, NE8 1SQ

0.6 miles from  
Gateshead branch



Counter services



Wheelchair access

66 Saltwell Road, Gateshead,  
Tyne and Wear, NE8 4XE

1.1 miles from  
Gateshead branch



Counter services



Wheelchair access

<sup>^</sup>Individual debit card cash machine withdrawal limits will apply. You may need to make multiple withdrawals to reach your card limit.

These are the closest Post Office® branches to our closing branch with wheelchair access. To find other Post Office® branches and check opening times and services, visit [tsb.co.uk/postoffice](https://tsb.co.uk/postoffice) Post Office® information correct at time of print, please check for your convenience. Post Office® is a registered trademark of Royal Mail.

## Closest cash machines

Here are the closest free cash machines to our Gateshead branch.

- |   |   |
|---|---|
| • Under 0.1 miles, Post Office®, 15 Jackson Street, Gateshead, Tyne and Wear, NE8 1EE | • Under 0.1 miles, Halifax, Jackson Street, Gateshead, Tyne and Wear, NE8 1ED |
| • Under 0.1 miles, Tesco, 241 High Street, Gateshead, Tyne and Wear, NE8 1EP          | • 0.1 miles, Lloyds, 17 Ellison Walk, Gateshead, Tyne and Wear, NE8 1BF       |
| • Under 0.1 miles, H&T, Jackson Street, Gateshead, Tyne and Wear, NE8 1EE             | • 0.1 miles, Barclays, 215 High Street, Gateshead, Tyne and Wear, NE8 1BX     |

## We're here to help

We're here to support customers through the changes, especially those who would benefit from extra help with their banking. We'd encourage you to make sure you're set up to bank with us using one of the options below, so you can access your banking from home or elsewhere 24/7:

- Mobile Banking App – visit [tsb.co.uk/mobile](https://tsb.co.uk/mobile) to download from your phone.
- Internet Banking – visit [tsb.co.uk/online](https://tsb.co.uk/online) to create your account.
- Telephone Banking – call **03459 758 758** to set up and bank over the phone.

We're now able to support you with many services without the need to visit a branch. If you would like help with any of these services, please get in touch. You can talk to us online at [tsb.co.uk/help](https://tsb.co.uk/help) or call us on **01913 209 993\***. Or if you'd prefer, we can book telephone, video or face-to-face appointments to talk through all the ways we can support you, including:

- |  |   |
|--|---|
| • Banking with a trusted friend or family member.    | • How to register for mobile, online and telephone banking. |
| • Support with bereavement or caring for a relative. | • Business banking.   |
| • Fraud prevention.                                  | • The local Post Office® services available.                |

If we cannot offer you an alternative that meets your needs, we will help you switch to an alternative provider. You can find out more about all the ways you can bank with us in our handy guide at [tsb.co.uk/our-branches](https://tsb.co.uk/our-branches)

## Access to Banking Standard

Before we reach a decision to close a branch, as part of our commitment to the Access to Banking Standard, we carry out a full local analysis to understand the impact the closure may have on the community, which includes:

- How customers use the branch now.
- The current in-branch services available.
- Local banking alternatives such as Post Office® branches.
- Other ways our customers choose to bank with us.
- How customers use of the branch has changed over time.
- The impact on customers who may need extra support.
- Whether we own or lease the branch building.
- The public transport services available in the area.

We will also be talking with key members of the local community about the closure and we will publish details in our Community Engagement summary six weeks before the closure. To read a copy of this Branch Review online, and our Community Engagement summary, visit [tsb.co.uk/our-branches](https://tsb.co.uk/our-branches)

To find out more about the Access to Banking Standard, visit [lendingstandardsboard.org.uk/access-to-banking-standard](https://lendingstandardsboard.org.uk/access-to-banking-standard)

## Terms used in this document

|  |  |
|--|--|
| Access to Banking Standard   | This is the standard we follow for branch closures that the Lending Standards Board oversee  |
| Branch Review  | The document we use to explain the local information we've gathered about the closure  |
| Community Engagement summary   | The document that summarises the key local stakeholders we've spoken with about the closure  |
| Accessibility  | How we reference the availability of Braille, hearing loops, large print, level access and other services that we use to aid customers who need additional support   |
| Additional support   | Customers who need additional support with the closure such as those who find travel difficult or need help to register for online banking or other local services   |
| TSB chat service usage   | Total number of customer chat service conversations between March 2020 when the service was launched and August 2021   |
| Use mobile banking   | Total number of personal and business customers who used the Mobile Banking App between September 2020 and August 2021   |
| Use internet banking   | Total number of personal and business customers who used Internet Banking between September 2020 and August 2021   |
| Use mobile, internet or telephone banking  | Total percentage of personal or business customers who used internet, mobile or telephone banking between September 2020 and August 2021   |
| Use a TSB cash machine   | Total percentage of personal or business customers who used a TSB cash machine between September 2020 and August 2021  |
| Use a Post Office®   | Total percentage of personal or business customers who used the Post Office® between September 2020 and August 2021  |
| Counter service  | We will show if the closest branch to the closing branch has in branch counter service   |
| Wheelchair access  | We will show if the closest branch to the closing branch has wheelchair access, and this may be assisted access or non-assisted access   |
| Broadband availability   | We will show if there is broadband coverage available in the location of the closing branch postcode so customers can choose to bank online  |
| Mileage to closest branch  | Shortest drive distance from closing branch postcode to closest branch postcode. Information taken from Google Maps and correct at time of print   |
| Closest branch walk time   | Up to 45 minutes walk time from closing branch postcode to closest branch postcode   |
| Closest branch drive time  | Shortest drive time from closing branch postcode to closest branch postcode. Information taken from Google Maps and correct at time of print   |
| Closest branch accessible by Train   | Train journey available, up to 1 hour with less than 15 minutes walking. Information taken from Google Maps and correct at time of print   |
| Closest branch accessible by Bus   | Bus journey available, up to 1 hour with less than 15 minutes walking. Information taken from Google Maps and correct at time of print   |
| Percentage change in branch personal or business customers using online, mobile or telephone banking | Change in the proportion of personal or business customers at the closing branch who have used internet, mobile or telephone banking between September 2018 and August 2019 compared to September 2020 and August 2021 |
| Branch personal or business customers using another branch or channel                                | Total number of personal or business customers who used another TSB branch or channel between September 2020 and August 2021   |
| Customers visiting us regularly  | Number of customers who transacted in the branch at least 48 weeks out of 52 weeks between September 2020 and August 2021  |
| Percentage decrease in branch transactions   | Change in the number of counter transactions at the closing branch between September 2018 and August 2019 compared to September 2020 and August 2021   |
| Post Office® Change Giving   | A service that allows business customers to exchange notes into coins and £5 notes   |

\*Telephone number available during usual branch opening hours. Counter service hours may be different from the branch opening hours and some branches may close at lunchtime. If you need to visit a branch, please check the opening hours at [tsb.co.uk/branch-locator](https://tsb.co.uk/branch-locator)

Details correct at time of print.

If you'd like this in another format such as large print, Braille or audio please ask in branch or call us on **03459 758 758** (lines are open from 8am to 8pm, 7 days a week), or **0345 835 3858** for business banking customers (lines open from 8am to 6pm Monday to Friday, 9am to 2pm Saturdays).

If you have a hearing or speech impairment you can contact us using Text Relay or Textphone on **0345 835 7982** (lines open from 7am to 11pm, 7 days a week), or **0345 835 3852** for business banking customers (lines open from 8am to 6pm Monday to Friday, 9am to 2pm Saturdays.)

Not all Telephone Banking and Business Telephone Banking services are available 24 hours, 7 days a week. Calls may be monitored or recorded. If you need to call us from abroad, or prefer not to use our **0345** number, you can also call us on **+44 20 3284 1581** or **+44 203 284 1576** for business banking customers. TSB Bank plc. Registered Office: Henry Duncan House, 120 George Street, Edinburgh EH2 4LH. Registered in Scotland No. SC95237. Authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority under Registration No. 191240.