

Grangemouth Branch Community Engagement

We're closing our Grangemouth branch on 14 January 2021.

In our Branch Review we've published details of this closure and how we can support you through the changes and the alternative services you can use. You can view this at tsb.co.uk/our-branches

We've also written to customers who use this branch, to let them know about the changes. We always let customers know about these changes at least 12 weeks before the branch closure takes place. This makes sure we have time to talk with them about banking options, especially for customers who require additional support with the closure.

As part of our Branch Review we've also talked with the local community about the impact of the closure and how we can help customers with this change. This Community Engagement summary explains who we contacted in the local community and any feedback we received about the closure.

Who we contacted

We shared information with key members of the local community shown below about how customers' use of the branch has changed, what other TSB branches are nearby and how we are working with the Post Office® to provide banking alternatives. Visit postoffice.co.uk/branch-finder for more information.

- The office of the local MP, Martyn Day
- The office of the local MSP, Angus MacDonald
- The Leader and Chief Executive of Falkirk Council
- The councillors for the Grangemouth ward
- Local Chamber of Commerce
- Local Federation of Small Businesses
- Local Citizens Advice Bureau
- Post Office®
- Lending Standards Board

What feedback we received

The leader of the local authority contacted TSB to voice his concern and disappointment. He stressed the importance of face-to-face banking and that the branch was much valued by local residents. He stressed that elderly and vulnerable customers often rely on physical branches and have limited ability to use internet or online banking. He expressed his desire to explore whether TSB would be willing to locate some form of banking provision in another venue. A local councillor expressed disappointment at the news in light of efforts to regenerate Grangemouth Town Centre, with extra money becoming available to help support town centres. The councillor informed us that Grangemouth has a higher percentage of older residents than other parts of Scotland, and stressed that many older people do not have the resources to access digital banking.

Grangemouth
is closing on
14 January
2021

The closest
branch is
Falkirk

Your account
details will
stay the same



What feedback we received continued...

She expressed concerns that many people prefer to bank face-to-face and was concerned that the nearest branch, in Falkirk, would be too far for many older residents. Another councillor contacted TSB to state his extreme disappointment. He informed us that he was concerned that customers, especially elderly customers from Grangemouth and other areas would be disadvantaged. He stressed that Grangemouth Town Centre is currently in the process of investment and regeneration and it was hoped that TSB would be part of the improvements. He requested that we reconsider.

What we've done

We responded to local politicians explaining the rationale for our decision. We outlined the significant and sustained changes in customer behaviour we have seen in recent years and stressed the need to respond to these by reshaping our business to ensure the right balance between branches on the high street and our digital platforms. We recognise, however, that this transition to digital is not uniform and that is why we have put in place specific measures to support our more vulnerable customers. We explained that 94% of TSB customers will be within a 20 minutes drive of a TSB branch across Scotland. We also detailed the steps we will be taking to support customers including offering one-to-one advice on how to support their banking needs.

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 – download from your phone at tsb.co.uk/mobile
- Internet Banking – visit tsb.co.uk/online to create your account
- Telephone Banking – visit tsb.co.uk/telephone to bank over the phone using our automated service

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/contact-us or call us on **01324 299 998***. If you'd prefer, we can book a face to face appointment to talk through all the ways we can support you, including:

- how to register for mobile, online and telephone banking
- banking with a trusted friend or family member
- support with bereavement or caring for a relative
- fraud prevention
- business banking
- the local Post Office® services available

Once this branch has closed, the nearest will be Falkirk branch at High Street, Cow Wynd Corner, Falkirk, FK1 1EA, and you can call us on **01324 299 997***.

There are a large number of other branches you can visit, to find the one most convenient for you, please go to tsb.co.uk/branch-locator

*Telephone number available during usual branch opening hours. Details correct at time of print. This branch may close at lunchtime, for more information on opening hours go to tsb.co.uk/branch-locator
For more information about this closure, please visit tsb.co.uk/our-branches
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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.
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