

Birmingham, Great Hampton Street Branch Review



Our branch at Birmingham, Great Hampton Street is closing on 28 April 2020.

What you need to know

The way our customers bank with us has changed and continues to change. In the last two years we've seen a 17% decrease in the number of overall transactions in our branches. 2.5 million of our customers now choose to bank online, with over 1 million accessing their account on our mobile app. We want to make sure we meet the future needs of our customers, as well as having the right number of branches. So while we continue to invest in existing and new services and technology, this will mean closing some branches.

We've looked carefully at our Birmingham, Great Hampton Street branch at 22A Great Hampton Street, Birmingham, B18 6AH and how it is used, and we've taken the decision to close it. This Branch Review will explain the reasons why we're closing this branch and other ways you can bank with us. And our Partners are always on hand if you'd like to chat to them in person.

About Birmingham, Great Hampton Street branch

Opening times*	Address	0 Cash machines inside the branch	2 Cash machines outside the branch	0 Deposit Machines	This branch has counter service
Monday 9.00am – 5.00pm	22A Great Hampton Street, Birmingham, B18 6AH				This branch has level access
Tuesday 9.00am – 5.00pm					
Wednesday 9.00am – 5.00pm					
Thursday 9.00am – 5.00pm	Telephone number				
Friday 9.00am – 5.00pm	01213 079 986*				
Saturday Closed	Branch Manager				
Sunday Closed	Kirran Lakhay				

What does this change mean for you

There are a number of other branches you can visit, including Birmingham, New Street below, which is 1.0 miles away from the closing branch. To find the branch most convenient for you, please go to tsb.co.uk/branch-locator

About Birmingham, New Street branch

Opening times*	Address	2 Cash machines inside the branch	2 Cash machines outside the branch	3 Deposit Machines	This branch has counter service
Monday 9.00am – 5.00pm	134 New Street, Birmingham, B2 4NS				This branch has level access
Tuesday 9.00am – 5.00pm					
Wednesday 9.00am – 5.00pm	Telephone number				
Thursday 9.00am – 5.00pm	01213 079 979*				
Friday 9.00am – 5.00pm	Branch Manager				
Saturday 9.00am – 5.00pm	Simon Carswell				
Sunday 11.00am – 4.00pm					

How to get to the closest branch

20 minutes **8 minutes** **Yes** **Yes**

You can also use our branch at Birmingham, Perry Barr at 293 Birchfield Road, Perry Barr, Birmingham, B20 3BX.

Before visiting a branch, please check the opening hours at tsb.co.uk/branch-locator as some branches may have temporary opening hours due to COVID-19.

We're here to help

We're working hard to provide increased support, especially with customers 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 App – download from your app store or visit tsb.co.uk/mobile
- Internet Banking – visit tsb.co.uk/online-banking to create your account
- Telephone Banking – visit tsb.co.uk/help/telephone-banking bank over the phone using our automated service

We've also launched our new online chat service. To find out more visit tsb.co.uk/contact-us

If you need help with any of these alternative services and are worried about not being able to visit a branch, please call us to talk to a Partner. We can book a telephone appointment to talk through all the ways we can support you including:

- how to register for mobile, online and telephone banking
- how to set up third party access
- support with bereavement or caring for a relative
- fraud prevention
- business banking
- 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.

Your closest Post Office®

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

- withdraw money if you have a current account
- check your balance

Both personal and business banking customers can also:

- pay in cash and cheques to your account

To check this Post Office® has the facilities you need, visit postoffice.co.uk/branch-finder

Address

119 Vyse Street,
Hockley,
Birmingham, B18 6JS

Opening hours

Monday	9.00am – 6.00pm
Tuesday	9.00am – 6.00pm
Wednesday	9.00am – 6.00pm
Thursday	9.00am – 6.00pm
Friday	9.00am – 6.00pm
Saturday	9.00am – 3.00pm
Sunday	Closed

This Post Office® is 0.5 miles from our Birmingham, Great Hampton Street branch

Closest cash machines

Here are the closest free cash machines to our Birmingham, Great Hampton Street branch.

- 0.2 miles, Tesco, Great Hampton Street, Birmingham, B19 3AR
- 0.2 miles, 119 Vyse Street, Birmingham, B18 6JS
- 0.3 miles, 168 Warstone Lane, Birmingham, B18 6NP
- 0.3 miles, 35 Frederick Street, Birmingham, B1 3HH
- 0.3 miles, 36 Frederick Street, Birmingham, B1 3HN
- 0.3 miles, Cashpoint, New John Street West, Birmingham, B19 3TZ

Local branches, local decisions

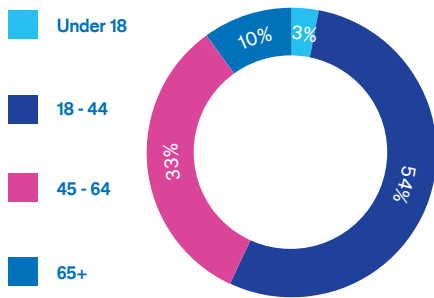
Before we reach a decision to close a branch, as part of our commitment to the Access to Banking Standard, we carry out a full local review to understand the impact the closure may have on the community. The review includes:

- 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 additional 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. You can read this Branch Review and the Community Engagement at tsb.co.uk/our-branches

About our customers

Age of our branch customers

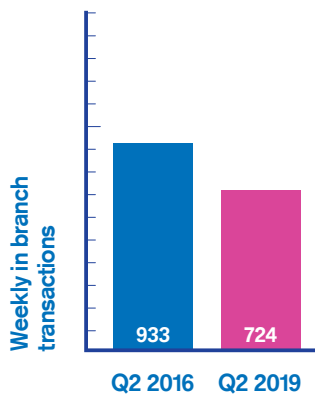


How our customers are using Birmingham, Great Hampton Street


14
of our customers visit us regularly each week


407
of our customers visit us regularly each month

How branch transactions have changed



How are they using the branch now compared to last year?


10%
decrease in the number of customers using counters


2%
decrease in cash machine withdrawals


5%
increase in online and mobile banking

How else do they bank with TSB?


92%
use another TSB branch or online, mobile or telephone banking


82%
use another TSB branch as well as Birmingham, Great Hampton Street branch


8%
only use Birmingham, Great Hampton Street branch


32%
also use the Post Office®

What about Business Banking customers?


5%
of branch customers have business accounts


74%
use at least one other TSB branch

Other ways to bank with us

Personal Customers

 tsb.co.uk/online-banking
Register for Internet Banking

 tsb.co.uk/mobile
Mobile Banking App

 Find a branch to suit you at tsb.co.uk/branch-locator

Business Customers

 tsb.co.uk/business/internet-banking
Register for Internet Banking

 tsb.co.uk/business/business-banking-app
Mobile Banking App

Terms used in this document

Term used	Definition
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	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
Age of our customers	Percentage of our customers within four age ranges
Customers visiting us regularly each week	Number of customers who transacted in the branch 48 out of 52 weeks between October 2018 and September 2019
Customer visiting us regularly each month	Number of customers who transacted in the branch at least 10 out of 12 months between October 2018 and September 2019
Percentage change in the number of customers using the counters	Change in the percentage of Personal and Business customers who used the counter in October 2017 to March 2018 compared to October 2018 to March 2019
Percentage change in cash machine withdrawals	Change in the percentage of Personal and Business customers who used the cash machines in October 2017 to March 2018 compared to October 2018 to March 2019
Percentage change in online and mobile banking	Change in the proportion of Personal and Business customers who transacted in branch that have also accessed Internet Banking in October 2017 to March 2018 compared to October 2018 to March 2019
How branch transactions have changed	The average number of counter transactions carried out per week in branch during Q2 2016 compared to Q2 2019
Percentage of customers that use another TSB branch, or online, mobile or telephone banking	The percentage of customers who have used any other TSB branch, or accessed their account online or through our telephone banking service between October 2018 and September 2019
Percentage of customers that use another TSB branch as well as the closing branch	The percentage of customers who used this branch and any other TSB branch between October 2018 and September 2019
Percentage of customers who only use the closing branch	The percentage of customers who have only used this branch between October 2018 and September 2019
Percentage of customers who also use the Post Office®	The percentage of customers who used the Post Office® as well as a TSB branch between October 2018 and September 2019
Percentage of customers who have business accounts	The percentage of our customers who have Business accounts
Percentage of business customers who use at least one other TSB branch	The percentage of business customers who used this branch and any other TSB branch between October 2018 and September 2019
Counter service	We will show if this closing branch or the nearest alternative branch has in branch counter service
Level access	We will show if this closing branch and the nearest alternative branch has level access
Distances to closest branch	This is the walking or driving distance from the closing branch postcode to the closest branch postcode
Distances to closest cash machines	This is the straight line distance from the closing branch postcode to the nearest cash machine postcode, rounded up or down accordingly to one decimal point

*Telephone number available during usual branch opening hours. This branch may close at lunchtime, for details please check on tsb.co.uk/branch-locator
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Details correct to the best of our knowledge at time of print, but please check for your convenience. For more information about our decision to close this branch, please visit tsb.co.uk/our-branches

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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