We’re closing our Birmingham, Great Hampton Street branch on 28 April 2020.

In our Branch Review we’ve published details of why we’ve decided to close this branch and the local information we’ve gathered about the area. This was shared with our customers and Partners. 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, Shabana Mahmood
- The councillor for the Newtown ward
- Local Chamber of Commerce
- Local Federation of Small Businesses
- Local Citizen’s Advice Bureau
- Post Office®
- Lending Standards Board

What feedback we received

The local MP expressed a number of concerns regarding the impact of branch closures on her constituents. She expressed concerns that the loss of local bank branches makes it increasingly difficult for people and businesses to access services provided by banks, and highlighted that this falls disproportionately on the poorest and most vulnerable in society. She also asked for clarification on the branch usage figures that TSB quoted and requested further information on the actual overall number of customers who visit the branch on a weekly basis. She also raised the issue of the removal of free to use cash machines, a matter that the MP has previously contacted TSB about, and the impact that this had on her constituents.

The local Citizens Advice service thanked TSB for providing an update on the decision and information, such as alternative branch locations, Post Office® and cash machine locations, to help minimise impact on customers and informed us they would share the information with their teams to help support local communities.
What we’ve done

TSB provided additional information regarding the overall average number of transactions carried out at the Great Hampton Street Branch each week. We also informed the MP that TSB’s decision to open its flagship New Street branch meant it was our intention to centralise our services into the New Street Branch. We informed the MP that this branch is located 0.5 miles from the Great Hampton Street branch.

We’re here to help

We’re working hard to provide increased support for customers, 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 don’t have access to these services and are worried about not being able to visit a branch, please call us on 01213 079 986* and 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

Once this branch has closed, the nearest will be Birmingham, New Street branch at 134 New Street, Birmingham, B2 4NS, and you can call us on 01213 079 979*.

Other ways to bank with us

Personal Customers

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

Business Customers

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

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

*Telephone number available during usual branch opening hours. This branch may close at lunchtime, for details please check on tsb.co.uk/branch-locator
Post Office® is a registered trademark of Royal Mail.
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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