

# Birmingham, Great Hampton Street Branch Community Engagement



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

In our Branch Review we've published details of how we've decided to close this branch and the local information we've gathered about the area. This was shared with our Partners and customers. You can view this at [tsb.co.uk/our-branches](https://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 everyday banking alternatives.

- 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.

**Birmingham,  
Great Hampton  
Street is  
closing on  
28 April 2020**

**Your closest  
branch will be  
Birmingham,  
New Street**

**Your account  
details will  
stay the same**

## 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.

Partners have been talking with customers about the closure, in particular those customers who need additional support with the changes; answering questions, discussing concerns and giving advice on alternative travel arrangements and how they can get to other branches and alternative cash machines.

We'll be running workshops for all customers, which will cover:

- alternative ways for day-to-day banking
- how you can use your local Post Office® and the services available
- fraud awareness and how to stay safe and protect yourself and others
- support with bereavement or caring for a relative
- demonstrations on how to register for and use online, mobile and telephone banking

You can book a private appointment if you'd prefer which will cover everything included in the workshops.

If you'd like to book an appointment or workshop, or have any questions about the changes, including accessibility in your nearest branch, come in and see us before we close. Or you can call us on **01213 079 986\***.

Once this branch has closed, you can visit us at Birmingham, New Street branch at 134 New Street, Birmingham, B2 4NS, or call us on **01213 079 979\***.

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## Other ways to bank with us

### Personal Customers



[tsb.co.uk](https://www.tsb.co.uk)  
Register for Internet Banking



**0345 975 8758**  
Call a TSB Partner



[tsb.co.uk/mobilebanking](https://www.tsb.co.uk/mobilebanking)  
Mobile Banking App



Find a branch to suit you at [tsb.co.uk/branch-locator](https://www.tsb.co.uk/branch-locator)

### Business Customers



[tsb.co.uk/business](https://www.tsb.co.uk/business)  
Register for Internet Banking



**0345 835 3858**  
Call a TSB Partner

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\*Lines open during branch opening hours.

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](https://www.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 7am to 11pm, 7 days a week).

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).

Not all Telephone Banking services are available 24 hours a day, seven days a week. Please speak to a Partner for more information. 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 **+44 203 284 1575**.

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