

Hebburn Branch Community Engagement

We're closing our Hebburn branch on 18 February 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, Kate Osborne
- The councillors for the Hebburn North Ward
- An official from South Tyneside Council
- Local Chamber of Commerce
- Local Federation of Small Businesses
- Local Citizens Advice Bureau
- Post Office®
- Lending Standards Board

What feedback we received

The local MP wrote to TSB to express her opposition to the closure. She stressed that many rely on the branch to pay bills and that face-to-face banking was important for elderly and vulnerable customers as well as those with disabilities and people in financial trouble. She felt there had been no local consultation.

We were also contacted by a local councillor who stressed the importance of face-to-face banking and also highlighted that many local people would struggle to travel to alternative branches. He stressed an enhanced digital offer is not appropriate for all customers.

We were also contacted by a council official who stated that this was a blow for the town and residents and who felt that the branch itself was used by a significant number of local people. He stressed he was keen to work with TSB to identify how to minimise the impact on residents. He wanted to understand the impact on staff, whether the decision was final and the reasons for the decision, and what would be done with the branch after it is closed.

Hebburn is
closing on
18 February
2021

The closest
branch is
Jarrow

Your account
details will
stay the same



What we've done

We replied to the MP informing her of the steps we are taking to support customers. We stressed the wider considerations we make when making the decision to close branches and we highlighted the alternative ways customers can continue to bank with us.

We informed the councillor that we had reviewed the situation in terms of alternative ways to bank and shared this with him. This included cash point locations as well as Post Office® locations and services. We also stressed that customers can call other branches directly, reducing the need to travel.

We met with the local council official and explained the reasons for our decision and shared our impact assessment. We also informed the official how TSB works with customers to help them during this transition and stressed that we proactively contact vulnerable customers. We agreed to update the official on our plans for the branch.

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 **01913 209 994***. 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 Jarrow branch at 63 Ellison Street, Jarrow, NE32 3HZ, and you can call us on **01913 209 995***.

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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