

Horden Branch Community Engagement

We're closing our Horden branch on 23 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, Grahame Morris
- The Leader and Chief Executive of Durham Council
- The councillors for the Horden Ward
- 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 contacted TSB to stress his opposition to the closure and highlighted the important role the branch plays locally and that many elderly and vulnerable customers rely on the branch. He called on TSB to reconsider the decision to close the branch. He stressed the distance to the nearest alternative branch in Sunderland as being a key challenge for elderly and vulnerable people.

Horden is
closing on
23 February
2021

The closest
branch is
Sunderland,
Athenaeum
Street

Your account
details will
stay the same



What we've done

TSB met with the MP's office to discuss the closure. We highlighted that customers can call into other branches directly, which would limit the need to travel. We stressed that we would be introducing a mobile adviser in neighbouring Murton which customers would be able to use and we also highlighted the everyday banking tasks that could be undertaken at the Post Office®. We stressed that if any constituents contact the MP's office with concerns that we would appreciate it if their details could be passed on to TSB. We also emphasised that TSB would be proactively calling all vulnerable and potentially vulnerable customers at the branch as well as those who exclusively use the branch to inform them of the changes we are making.

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 209 990***. 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 Sunderland, Athenaeum Street branch at 4 Athenaeum Street, Sunderland, SR1 1QZ, and you can call us on **01913 209 992***.

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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