

# Holburn Street Branch Closure Review



**We have talked with the local community about closing our Holburn Street branch on 26 July 2019.**

Who we spoke to	What was said
<ul style="list-style-type: none"><li>• The local Member of Parliament, Ross Thomson MP</li><li>• The office of the local Member of the Scottish Parliament, Kevin Stewart MSP</li><li>• The offices of the Members of the Scottish Parliament for the North East Scotland region</li><li>• Representatives of the Hazelhead, Queen's Cross and Countesswells Ward on Aberdeen City Council</li><li>• Aberdeen Chamber of Commerce</li><li>• Local Federation of Small Businesses</li><li>• Local Citizens Advice Bureau</li><li>• Lending Standards Board – the governing body responsible for overseeing the Access to Banking Standards</li></ul>	<ul style="list-style-type: none"><li>• TSB was asked about the impact of the closure on those customers who require additional support with branch closures</li><li>• Stakeholders were concerned about the impact of the closure on the local high street</li><li>• TSB was asked about the impact on local small businesses</li><li>• TSB was asked about the impact of the closure on the staff that work at the branch</li></ul>

## What we've done

- We've written to our customers to let them know about the closure, why we have come to this decision, and the different ways they can bank with us. This information is available in our Aberdeen, Holburn Street branch, as well as online
- Partners in our Holburn Street branch have been speaking with customers, particularly personal and small business customers who use the branch regularly and those customers who require additional support with branch closures – answering questions, discussing concerns, giving advice on alternative travel arrangements and how they can get to other branches and alternative ATMs. TSB is also offering customers 'Get Me Started' appointments, which help customers register for and use online, mobile and telephone banking
- We explained that our flagship Aberdeen branch – St Nicholas Street is under a mile away and offers more services than Holburn Street does currently
- We have shared information about the number of small businesses who use the branch regularly and explained that we react to rather than drive change on local high streets when making decisions to close
- We have confirmed that there will be no job losses as a result of the closure of the branch

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Details correct to the best of our knowledge at time of print June 2019, but please check for your convenience. For more information about our decision to close this branch, please visit [tsb.co.uk/our-branches](https://tsb.co.uk/our-branches)

If you'd like this in another format such as large print, Braille or audio please ask in branch.

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**. If you have a hearing or speech impairment you can contact us using Text Relay or Textphone on **0345 835 3843** (lines open from 7am to 11pm, 7 days a week).

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