

Carluke Reduced Opening Hours Review.



We have talked with the local community about the reduced opening hours in our Carluke branch on 29 July 2019.

Who we spoke to

- The local Member of Parliament, Angela Crawley MP
- The constituency Member of the Scottish Parliament, Aileen Campbell MSP
- The offices of the regional Members of the Scottish Parliament
- Local ward Councillors
- Local Chamber of Commerce
- Local Federation of Small Businesses
- Local Citizens Advice Bureau
- Lending Standards Board - the governing body responsible for overseeing the Access to Banking Standards

What was said

- TSB was asked about the impact of these changes on those customers who require additional support and assistance
- TSB was asked about the long term future of the branch and the rationale behind the change in opening hours
- TSB was asked about the impact on the staff that work at the branch
- TSB was asked about the level of consultation undertaken around the decision to reduce opening hours at the branch
- TSB was asked about the local charity partnerships the branch supported and how local stakeholders could support these
- TSB was asked what involvement it has had with local development funds

What we've done

- We've written to our customers to let them know about the change in opening hours, why we have come to this decision and the different ways they can bank with us. This information is available in branch as well as online
- We have confirmed that there are no current plans for further changes to our branch network, but that for the branch to be viable in the long-term, we will need to see customers choosing to bank there
- We have confirmed that there will be no job losses as a result of this change
- Partners in 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 the changes to branch opening hours – 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 have committed to keep stakeholders informed about the charity partnerships supported by the branch and share information about the banks other activities such as fraud workshops and work in schools
- We have updated stakeholders about TSB's support for a number of local development initiatives across Scotland

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 reduce the opening hours at 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.

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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