

Charlotte Row Branch Closure Review



We have talked with the local community about closing our Charlotte Row branch

We have been speaking to the local community about the impact of the closure of Charlotte Row and how we can help Customers with this transition.

Who we spoke to	What was said
<ul style="list-style-type: none">• The office of the local Member of Parliament, Louise Ellman MP.• Representatives of the Liverpool Central Ward of Liverpool City Council.• Liverpool and Sefton Chambers of Commerce.• Local Federation of Small Businesses.• Liverpool Community Advice.	<ul style="list-style-type: none">• TSB was asked about the impact of the closure on the area and on those Customers who are most vulnerable to branch closures.• TSB was questioned on the impact on businesses in the area.• TSB was also asked about what the closure will mean for TSB Partners who work at the Charlotte Row branch.

What we've done

- We've written to our Customers to let them know about the closure and the different ways they can bank with us. This information is available in our Charlotte Row branch, as well as online.
- TSB has an arrangement with the Post Office. Personal Customers are able to use any Post Office branch which offers financial services, including the local branch or Central Village Post Office, to check their balance, make cash withdrawals and make cash and cheque deposits.
- Partners in our Charlotte Row branch have been chatting to Customers, including those who are most vulnerable to branch closures – answering questions, discussing concerns, giving advice on alternative travel arrangements and how they can get to other branches and alternative cash machines. TSB is also offering Customers 'Get Me Started' appointments, which help Customers register for and use online, mobile and telephone banking.
- There will be no job losses as a result of this change.

Details correct to the best of our knowledge at time of print 05/2018, but please check for your convenience. For more information about our decision to close 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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