

Charlotte Row Branch Closure Review



Our Charlotte Row branch is closing in September

We know that the way our Customers do their everyday banking is changing. To make sure we meet the future needs of our Customers and local communities we're looking at how we can make changes. We'll be investing in some branches to offer better branch and digital services and opening some new ones, but this does mean closing some too.

Following a careful and full review, we'll be closing our Charlotte Row branch in September. There are a number of other branches you can visit, the closest one is 2-12 Lord Street, Liverpool, L2 1TS. This guide will tell you more about the review and our Partners are always on hand if you'd like to speak to them in person.

About the branch

Opening times

Monday	09.00 – 17.00
Tuesday	09.00 – 17.00
Wednesday	09.00 – 17.00
Thursday	09.00 – 17.00
Friday	09.00 – 17.00
Saturday	Closed
Sunday	Closed

Address

53 Great Charlotte Street
Liverpool
L1 1QY

Branch Manager

Michelle McCormack

Branch Tel

0151 248 9992



0

Cash machines
inside the branch



2

Cash machines
outside the branch



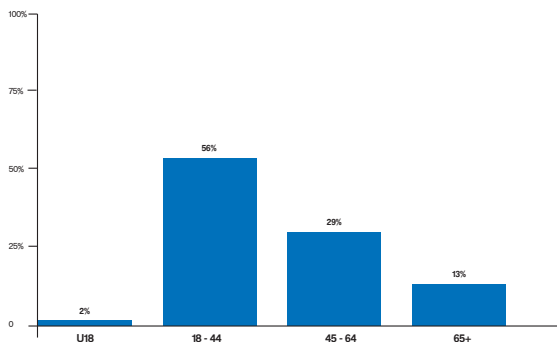
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Deposit
Machines

This branch may close at lunch time. Please visit tsb.co.uk/branch-locator to check.

About our Customers

Age of our branch Customers



How are they using the branch now compared to last year?



6%

decrease in the
number of transactions
over the counter



11%

decrease in
cash machine
withdrawals



33%

increase in online and
mobile banking

How else do they bank with TSB?



96%

use another TSB branch
or online, mobile or
telephone banking



87%

use another TSB branch as
well as Charlotte Row
branch



4%

only use
Charlotte Row
branch



26%

also use
the Post Office®

What about business banking Customers?



1%

of branch Customers
have business accounts



86%

use at least
one other TSB branch

Your closest branch from Charlotte Row is Lord Street.



TSB Branch
 Pedestrian Area
 Post Office
 Cash Machine
 Bus Stop
 Tram Stop
 Train Stop

Closest branch

2-12 Lord Street
Liverpool
L2 1TS

Opening times

Monday	09.00 – 17.00
Tuesday	09.00 – 17.00
Wednesday	09.00 – 17.00
Thursday	09.00 – 17.00
Friday	09.00 – 17.00
Saturday	09.00 – 13.00
Sunday	Closed

How can I get there?

- It's 0.5 miles from our Charlotte Row branch
- That's about a 10 minute walk

This branch may close at lunch time. Please visit tsb.co.uk/branch-locator to check.

All distances quoted are approximate, based on the postcode shown.

Other ways to bank with us

Personal banking Customers



tsb.co.uk



Mobile
Banking App



0345 975 8758



tsb.co.uk/business



0345 835 3858

If you're not already registered with us for online banking, you can find out more at tsb.co.uk. Or if you would like more guidance, our Partners are holding 'Get me started' appointments in branch. They will be able to help you register for and use online, mobile and telephone banking. Just give us a call or come into branch to find out more and book your spot.

Your closest Post Office®

As a personal banking Customer, you can use most Post Office's to:

- withdraw money
- check your balance
- pay in cash and cheques to your account

Please check this Post Office® has the facilities you require.

Post Office® details correct at time of print. Visit postoffice.co.uk/branch-finder for more information. Post Office® is a registered trademark of Royal Mail.

Address

Central Village
Unit 6 Lewis's Building
Renshaw Street
Liverpool
Merseyside
L1 2SA

Opening hours

Monday	08.30 – 18.00
Tuesday	08.30 – 18.00
Wednesday	08.30 – 18.00
Thursday	08.30 – 18.00
Friday	08.30 – 18.00
Saturday	09.00 – 17.30
Sunday	Closed

It's 0.2 miles from our Charlotte Row branch.

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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