

Branch opening hours in Edinburgh & Borders.

From July 2019, some of our branches in Edinburgh & Borders are reducing their hours.

We know 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 to invest in our branch and digital services. This includes adjusting the hours of our quieter branches, as well as re-fitting some branches and opening new ones.

If your branch has an external cash machine, we will continue to offer this service 24/7, even on the days the branch is not open. You can also use the same counter services in any of our other branches.

How we made this decision

Our decision to change our opening hours was made following a detailed analysis of:

- how our customers are using the branch, including how this has changed
- other ways our customers bank with us
- assessment using local knowledge of alternatives available to customers, including proximity of our nearest branch
- impact on our customers including those who may need additional support

New opening times in Edinburgh & Borders.

This table shows where your next nearest branch is, in case the one you'd normally use isn't open at a particular time you need it.

Branch name	New opening hours	Recommended alternative branch	Opening hours of recommended alternative branch	Distance to recommended alternative branch
Broxburn 75 East Main Street, EH52 5EE	Mon Closed	Livingston 75 Almondvale Shopping Centre, EH54 6HR This branch has level access	Mon 9.00am – 5.00pm	6 miles
	Tues 9.30am – 4.30pm		Tues 9.00am – 5.00pm	
	Wed Closed		Wed 9.00am – 5.00pm	
	Thur Closed		Thur 9.00am – 5.00pm	
	Fri 9.30am – 4.30pm		Fri 9.00am – 5.00pm	
	Sat Closed		Sat 9.00am – 4.00pm	
	Sun Closed		Sun Closed	

Our rationale for making changes to Broxburn branch


4%

decrease in customers using the counter

84%

of customers use another TSB branch or online, mobile or telephone banking

Branch name	New opening hours	Recommended alternative branch	Opening hours of recommended alternative branch	Distance to recommended alternative branch		
Dunbar 59 High Street, EH42 1EW	Mon	9.30am – 4.30pm	Haddington 38 Court Street, EH41 3NP	Mon	9.30am – 4.30pm	12.5 miles
	Tues	Closed		Tues	9.30am – 4.30pm	
	Wed	Closed		Wed	9.30am – 4.30pm	
	Thur	9.30am – 4.30pm		Thur	Closed	
	Fri	Closed		Fri	9.30am – 4.30pm	
	Sat	Closed		Sat	Closed	
	Sun	Closed		Sun	Closed	
	Lunch closure	12.30pm – 1.30pm		Lunch closure	12.30pm – 1.30pm	

 This branch has level access

Our rationale for making changes to Dunbar branch


3%

decrease in customers using the counter

72%

of customers use another TSB branch or online, mobile or telephone banking

Edinburgh, Morningside 200 Morningside Road, EH10 4QQ	Mon	Closed	Edinburgh, Gorgie 176 Gorgie Road, EH11 2NT	Mon	9.30am – 4.30pm	1.6 miles
	Tues	9.30am – 4.30pm		Tues	9.30am – 4.30pm	
	Wed	9.30am – 4.30pm		Wed	9.30am – 4.30pm	
	Thur	9.30am – 4.30pm		Thur	9.30am – 4.30pm	
	Fri	Closed		Fri	9.30am – 4.30pm	
	Sat	Closed		Sat	Closed	
	Sun	Closed		Sun	Closed	
	Lunch closure	12.30pm – 1.30pm		Lunch closure	12.30pm – 1.30pm	

 This branch has level access

Our rationale for making changes to Edinburgh, Morningside branch


5%

decrease in customers using the counter

92%

of customers use another TSB branch or online, mobile or telephone banking

Haddington 38 Court Street, EH41 3NP	Mon	9.30am – 4.30pm	North Berwick 41 High Street, EH39 4HH	Mon	Closed	9.7 miles
	Tues	9.30am – 4.30pm		Tues	9.30am – 4.30pm	
	Wed	9.30am – 4.30pm		Wed	Closed	
	Thur	Closed		Thur	Closed	
	Fri	9.30am – 4.30pm		Fri	9.30am – 4.30pm	
	Sat	Closed		Sat	Closed	
	Sun	Closed		Sun	Closed	
	Lunch closure	12.30pm – 1.30pm		Lunch closure	12.30pm – 1.30pm	

 This branch has level access


Our rationale for making changes to Haddington branch

8%

decrease in customers using the counter

80%

of customers use another TSB branch or online, mobile or telephone banking

Branch name	New opening hours	Recommended alternative branch	Opening hours of recommended alternative branch	Distance to recommended alternative branch
Hawick 11 High Street, TD9 9DE	Mon 9.30am – 4.30pm	Jedburgh 19 Cannongate, TD8 6AN  This branch has level access	Mon Closed	11 miles
	Tues Closed		Tues 9.30am – 4.30pm	
	Wed 9.30am – 4.30pm		Wed Closed	
	Thur Closed		Thur Closed	
	Fri 9.30am – 4.30pm		Fri 9.30am – 4.30pm	
	Sat Closed		Sat Closed	
	Sun Closed		Sun Closed	
			Lunch closure 12.30pm – 1.30pm	


Our rationale for making changes to Hawick branch

0%

no change in customers using the counter

72%

of customers use another TSB branch or online, mobile or telephone banking

Jedburgh 19 Cannongate, TD8 6AN	Mon Closed	Hawick 11 High Street, TD9 9DE  This branch has level access	Mon 9.30am – 4.30pm	11 miles
	Tues 9.30am – 4.30pm		Tues Closed	
	Wed Closed		Wed 9.30am – 4.30pm	
	Thur Closed		Thur Closed	
	Fri 9.30am – 4.30pm		Fri 9.30am – 4.30pm	
	Sat Closed		Sat Closed	
	Sun Closed		Sun Closed	
	Lunch closure 12.30pm – 1.30pm			


Our rationale for making changes to Jedburgh branch

8%

decrease in customers using the counter

76%

of customers use another TSB branch or online, mobile or telephone banking

Kelso 21/22 The Square, TD5 7HH	Mon 9.30am – 4.30pm	Jedburgh 19 Cannongate, TD8 6AN  This branch has level access	Mon Closed	12 miles
	Tues 9.30am – 4.30pm		Tues 9.30am – 4.30pm	
	Wed Closed		Wed Closed	
	Thur Closed		Thur Closed	
	Fri 9.30am – 4.30pm		Fri 9.30am – 4.30pm	
	Sat Closed		Sat Closed	
	Sun Closed		Sun Closed	
			Lunch closure 12.30pm – 1.30pm	


Our rationale for making changes to Kelso branch

6%

decrease in customers using the counter

74%

of customers use another TSB branch or online, mobile or telephone banking

Branch name	New opening hours		Recommended alternative branch	Opening hours of recommended alternative branch		Distance to recommended alternative branch
North Berwick 41 High Street, EH39 4HH	Mon	Closed	Haddington 38 Court Street, EH41 3NP	Mon	9.30am – 4.30pm	9.7 miles
	Tues	9.30am – 4.30pm		Tues	9.30am – 4.30pm	
	Wed	Closed		Wed	9.30am – 4.30pm	
	Thur	Closed		Thur	Closed	
	Fri	9.30am – 4.30pm		Fri	9.30am – 4.30pm	
	Sat	Closed		Sat	Closed	
	Sun	Closed		Sun	Closed	
	Lunch closure	12.30pm – 1.30pm		Lunch closure	12.30pm – 1.30pm	
				 This branch has level access		


Our rationale for making changes to North Berwick branch

1%

decrease in customers using the counter

80%

of customers use another TSB branch or online, mobile or telephone banking

Peebles 78 High Street, EH45 8SW	Mon	Closed	Penicuik 3/5 John Street, EH26 8HN	Mon	9.30am – 4.30pm	13.4 miles
	Tues	9.30am – 4.30pm		Tues	9.30am – 4.30pm	
	Wed	Closed		Wed	9.30am – 4.30pm	
	Thur	9.30am – 4.30pm		Thur	9.30am – 4.30pm	
	Fri	Closed		Fri	9.30am – 4.30pm	
	Sat	Closed		Sat	Closed	
	Sun	Closed		Sun	Closed	
	Lunch closure	12.30pm – 1.30pm		Lunch closure	12.30pm – 1.30pm	
				 This branch has level access		


Our rationale for making changes to Peebles branch

3%

decrease in customers using the counter

77%

of customers use another TSB branch or online, mobile or telephone banking

Portobello, Edinburgh 134c Portobello High Street, EH15 1AJ	Mon	9.30am – 4.30pm	Musselburgh 128-130 High Street, EH21 7EA	Mon	9.30am – 4.30pm	2.7 miles
	Tues	Closed		Tues	9.30am – 4.30pm	
	Wed	9.30am – 4.30pm		Wed	9.30am – 4.30pm	
	Thur	Closed		Thur	9.30am – 4.30pm	
	Fri	9.30am – 4.30pm		Fri	9.30am – 4.30pm	
	Sat	Closed		Sat	9.00am – 2.00pm	
	Sun	Closed		Sun	Closed	
				 This branch has level access		

Our rationale for making changes to Portobello, Edinburgh branch

10%

decrease in customers using the counter

89%

of customers use another TSB branch or online, mobile or telephone banking

Other ways to bank with us

Personal Banking customers

Click  tsb.co.uk

Tap  **Mobile Banking App**

Call  **0345 975 8758**

Business Banking customers

Click  tsb.co.uk/business

Call  **0345 835 3858**

If you're not already registered with us for internet 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 internet, mobile and telephone banking. Just give us a call or come into branch to speak to one of our Partners.

You can also use the Post Office[®]

If you're a personal banking customer, you can use most Post Offices[®] to:

- withdraw money
- check your balance

Both personal and business banking customers can also:

- pay in cash and cheques to your account

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

For further support before or after your branch opening hours change

Pop in and speak to a Partner in any of our branches or call us on **03459 758 758**

To find other branches nearby please visit tsb.co.uk/branch-locator

Terms used in this document

Terms	Definition
Everyday banking	Customers making use of in branch counter services such as cash and cheque deposits, as well as cash withdrawals.
Digital services	This includes internet banking through our website, as well as mobile banking through our mobile app.
Partners	TSB employees who work in partnership with our customers.
Customers using the counter	Customers using the counter to deposit or withdraw cash and cheques.
Distance to recommended alternative branch	Calculated as driving distance from affected branch to recommended branch.

For more information about our decision to reduce branch hours, please visit tsb.co.uk/our-branches

Details correct as at April 2019.

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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