

# Fountainbridge Branch Closure Review



## We have talked with the local community about closing our Fountainbridge branch on 11 July 2019.

We have been speaking to the local community about the impact of the closure of Fountainbridge branch and how we can help customers with this transition.

Who we spoke to	What was said
<ul style="list-style-type: none"><li>• The office of the local Member of Parliament, Tommy Sheppard MP</li><li>• The office of the local Member of the Scottish Parliament, Ruth Davidson MSP</li><li>• The offices of the Members of the Scottish Parliament for the Lothian region</li><li>• Representatives of the City Centre Ward of Edinburgh City Council</li><li>• Local Chamber of Commerce</li><li>• Local Federation of Small Businesses</li><li>• Local Citizens Advice Bureau</li></ul>	<ul style="list-style-type: none"><li>• TSB was asked about the impact of the closure on the area and on those customers who are most vulnerable to branch closures</li><li>• TSB was questioned on whether Fountainbridge customers would also be impacted by reduced opening hours at other branches in the local area</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 Fountainbridge branch, as well as online
- Partners in our Fountainbridge branch have been speaking with 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 ATMs. TSB is also offering customers 'Get Me Started' appointments, which help customers register for and use online, mobile and telephone banking
- We confirmed and explained reasons for any changes to opening hours in our network in the wider area and made clear that the nearest TSB branch to Fountainbridge has received significant investment and is open six days a week
- 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 05/2019, 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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