

Fountainbridge, 165 Lothian Road, Edinburgh Branch Closure Review



Our branch at Fountainbridge, 165 Lothian Road, Edinburgh is closing in July 2019.

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 unfortunately this does mean closing some too.

Following a careful and full review, we'll be closing our Fountainbridge branch in July.

How we made this decision

Our decision to close this branch 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
- whether we own or lease the branch building

There are a number of other branches you can visit, the closest one is 28 Hanover Street, Edinburgh, EH2 2DS. You can also use our branch at 176 Gorgie Road, Edinburgh, EH11 2NT. 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	09.30 – 16.30
Tuesday	09.30 – 16.30
Wednesday	09.30 – 16.30
Thursday	09.30 – 16.30
Friday	09.30 – 16.30
Closed for lunch daily:	12.30 – 13.30
Saturday	Closed
Sunday	Closed

Address

Edinburgh Fountainbridge,
165 Lothian Road,
Edinburgh, EH3 9AB

Branch Manager

David Flavell

Branch Tel

01315 179 996



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Cash machines
inside the branch



1

Cash machine
outside the branch

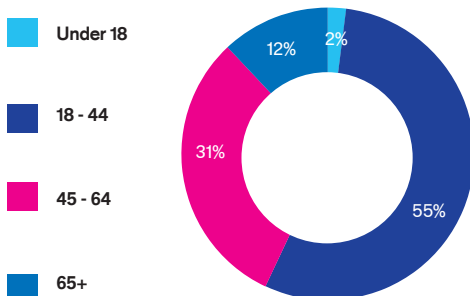


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Deposit
Machines

About our customers

Age of our branch customers



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



-9%

decrease in the
number of customers
using counters



-12%

decrease in
cash machine
withdrawals



+5%

increase in
online and
mobile banking

How else do they bank with TSB?



96%

use another TSB branch
or online, mobile or
telephone banking



77%

use another TSB branch
as well as
Fountainbridge branch



4%

only use
Fountainbridge branch



14%

also use
the Post Office®

What about Business Banking customers?



2%

of branch customers
have business accounts



73%

use at least
one other TSB branch

Your closest branch from Fountainbridge, 165 Lothian Road is 28 Hanover Street, Edinburgh.



Closest branch

28 Hanover Street,
Edinburgh,
EH2 2DS



This branch has
level access

Opening times

Monday	09.00 - 17.00
Tuesday	09.00 - 17.00
Wednesday	09.00 - 17.00
Thursday	09.00 - 19.00
Friday	09.00 - 17.00
Saturday	09.00 - 15.00
Sunday	Closed

How can I get there?

- It's 0.8 miles from our Fountainbridge branch
- That's about an 7 minute drive
- And 12 minutes on the bus
- Or a 17 minute walk

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](https://www.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 Offices to:

- withdraw money
- check your balance

Both personal and business banking customers can also:

- pay in cash and cheques to your account

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

Tollcross
33 Home Street,
Edinburgh,
Lothian
EH3 9JR

Opening hours

Monday	09.00 - 17.30
Tuesday	09.00 - 17.30
Wednesday	09.00 - 17.30
Thursday	09.00 - 17.30
Friday	09.00 - 17.30
Saturday	09.00 - 14.30
Sunday	Closed

- It's about 0.2 miles from Fountainbridge branch

Terms used in this document

Terms	Definition
Everyday banking	Customers making use of in-branch 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.
Deposit Machine	This is a machine where you can deposit cash and cheques into your account.

Details correct to the best of our knowledge at time of print 04/2019, 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 need to call us from abroad, or prefer not to use our **0345** number, you can also call us on **+44203 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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