

Branch opening hours in Fife & Central Scotland.

From July 2019, some of our branches in Fife & Central Scotland 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 Fife & Central Scotland.

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		
Aberfeldy Bank Street, PH15 2BB	Mon	Closed	Crieff 22 High Street, PH7 3BS This branch has level access	Mon	9.30am – 4.30pm	23.3 miles
	Tues	9.30am – 4.30pm		Tues	Closed	
	Wed	Closed		Wed	9.30am – 4.30pm	
	Thur	Closed		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	


Our rationale for making changes to Aberfeldy branch

5%

increase 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		
Anstruther 29 Rodger Street, KY10 3DU	Mon	9.30am – 4.30pm	St Andrews 12 Church Street, KY16 9NW	Mon	9.00am – 5.00pm	9.3 miles
	Tues	Closed		Tues	9.00am – 5.00pm	
	Wed	9.30am – 4.30pm		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 – 1.00pm	
	Sun	Closed		Sun	Closed	
	Lunch closure	12.30pm – 1.30pm				
				 This branch has level access		

Our rationale for making changes to Anstruther branch

2%
decrease in customers using the counter


76%
of customers use another TSB branch or online, mobile or telephone banking

Blairgowrie 55 High Street, PH10 6DF	Mon	9.30am – 4.30pm	Coupar Angus George Square, PH13 9DW	Mon	Closed	4.6 miles
	Tues	Closed		Tues	Closed	
	Wed	9.30am – 4.30pm		Wed	Closed	
	Thur	Closed		Thur	9.30am – 4.30pm	
	Fri	9.30am – 4.30pm		Fri	Closed	
	Sat	Closed		Sat	Closed	
	Sun	Closed		Sun	Closed	
	Lunch closure	12.30pm – 1.30pm				
				 Please speak to a Partner to discuss other options		

Our rationale for making changes to Blairgowrie branch

8%
decrease in customers using the counter


80%
of customers use another TSB branch or online, mobile or telephone banking

Bo'ness 20-22 South Street, EH51 0EA	Mon	9.30am – 4.30pm	Grangemouth 89/91 La Porte Precinct, FK3 8AW	Mon	9.30am – 4.30pm	5.2 miles
	Tues	Closed		Tues	9.30am – 4.30pm	
	Wed	Closed		Wed	9.30am – 4.30pm	
	Thur	9.30am – 4.30pm		Thur	9.30am – 4.30pm	
	Fri	9.30am – 4.30pm		Fri	9.30am – 4.30pm	
	Sat	Closed		Sat	Closed	
	Sun	Closed		Sun	Closed	
	Lunch closure	12.30pm – 1.30pm				
				 This branch has level access		

Our rationale for making changes to Bo'ness branch

5%
decrease in customers using the counter

82%
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		
Buckhaven 13 Sandwell Street, KY8 1BY	Mon	Closed	Leven 40 High Street, KY8 4NA  This branch has level access	Mon	9.00am – 5.00pm	2.1 miles
	Tues	9.30am – 4.30pm		Tues	9.00am – 5.00pm	
	Wed	Closed		Wed	9.00am – 5.00pm	
	Thur	9.30am – 4.30pm		Thur	9.00am – 5.00pm	
	Fri	Closed		Fri	9.00am – 5.00pm	
	Sat	Closed		Sat	9.00am – 1.00pm	
	Sun	Closed		Sun	Closed	
	Lunch closure	12.30pm – 1.30pm				


Our rationale for making changes to Buckhaven branch

8%

decrease in customers using the counter

87%

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

Burntisland 134 High Street, KY3 9AP	Mon	Closed	Kirkcaldy, High Street 114 High Street, KY1 1NQ  This branch has level access	Mon	9.00am – 5.00pm	5.6 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 – 3.00pm	
	Sun	Closed		Sun	Closed	
	Lunch closure	12.30pm – 1.30pm				


Our rationale for making changes to Burntisland branch

3%

decrease in customers using the counter

82%

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

Coupar Angus George Square, PH13 9DW	Mon	Closed	Blairgowrie 55 High Street, PH10 6DF  This branch has level access	Mon	9.30am – 4.30pm	4.6 miles
	Tues	Closed		Tues	Closed	
	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	


Our rationale for making changes to Coupar Angus branch

3%

decrease in customers using the counter

81%

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
Crieff 22 High Street, PH7 3BS	Mon 9.30am – 4.30pm	Perth Units 32-35, St John's Centre, PH1 5UB	Mon 9.00am – 5.00pm	17.6 miles
	Tues Closed		Tues 9.00am – 5.00pm	
	Wed 9.30am – 4.30pm		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 – 3.00pm	
	Sun Closed		Sun Closed	
	Lunch closure 12.30pm – 1.30pm			
		 This branch has level access		


Our rationale for making changes to Crieff branch

8%

decrease in customers using the counter

81%

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

Cupar 46 Crossgate, KY15 5HS	Mon 9.30am – 4.30pm	St Andrews 12 Church Street, KY16 9NW	Mon 9.00am – 5.00pm	10 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 – 1.00pm	
	Sun Closed		Sun Closed	
	Lunch closure 12.30pm – 1.30pm			
		 This branch has level access		


Our rationale for making changes to Cupar branch

8%

decrease in customers using the counter

83%

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

Kilsyth 6 West Burnside Street, G65 0HL	Mon 9.30am – 4.30pm	Cumbernauld 1 Spey Walk, G67 1DJ	Mon 9.00am – 5.00pm	5.3 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 – 3.00pm	
	Sun Closed		Sun Closed	
	Lunch closure 12.30pm – 1.30pm			
		 This branch has level access		

Our rationale for making changes to Kilsyth branch

5%


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
Kinross 16 High Street, KY13 8AN	Mon	Closed	Cowdenbeath 92 High Street, KY4 9NF	Mon	9.30am – 4.30pm	7.8 miles
	Tues	9.30am – 4.30pm		Tues	9.30am – 4.30pm	
	Wed	Closed		Wed	9.30am – 4.30pm	
	Thur	Closed		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 does not have level access


 Please speak to a Partner to discuss other options

Our rationale for making changes to Kinross branch

3%
decrease in customers using the counter

79%
of customers use another TSB branch or online, mobile or telephone banking

Pitlochry 1 Bonnethill Road, PH16 5BS	Mon	Closed	Blairgowrie 55 High Street, PH10 6DF	Mon	9.30am – 4.30pm	23.6 miles
	Tues	Closed		Tues	Closed	
	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 Pitlochry branch

3%
increase in customers using the counter

83%
of customers use another TSB branch or online, mobile or telephone banking

Other ways to bank with us

Personal Banking customers

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Tap



Mobile
Banking App

Call



0345 975 8758

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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