

Branch opening hours in Greater Glasgow.

From July, some of our branches in Greater Glasgow 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 Greater Glasgow.

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		
Alexandria 137 Main Street, G83 0NX	Mon	Closed	Dumbarton 12 High Street, G82 1LW This branch does not have level access Please speak to a Partner to discuss other options	Mon	9.30am – 4.30pm	4 miles
	Tues	9.30am – 4.30pm		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	


Our rationale for making changes to Alexandria branch

4%

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		
Bearsden 5 New Kirk Road, G61 3SJ	Mon	Closed	Milngavie 38 Station Road, G62 8AB	Mon	Closed	2.3 miles
	Tues	Closed		Tues	9.30am – 4.30pm	
	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		Lunch closure	12.30pm – 1.30pm	
				 This branch has level access		


Our rationale for making changes to Bearsden branch

3%

decrease in customers using the counter

89%

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

Bishopbriggs 1 The Cross Court, G64 2RD	Mon	9.30am – 4.30pm	Springburn, Glasgow 247/255 Springburn Way, G21 1DX	Mon	9.00am – 5.00pm	1.9 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	Closed	
	Sun	Closed		Sun	Closed	
	Lunch closure	12.30pm – 1.30pm		Lunch closure		
				 This branch has level access		


Our rationale for making changes to Bishopbriggs branch

11%

decrease in customers using the counter

84%

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

Carluke 15 High Street, ML8 4AL	Mon	9.30am – 4.30pm	Wishaw 12 Stewart Street, ML2 8AW	Mon	9.30am – 4.30pm	5 miles
	Tues	Closed		Tues	Closed	
	Wed	9.30am – 4.30pm		Wed	Closed	
	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		
				 This branch has level access		


Our rationale for making changes to Carluke branch

8%

decrease in customers using the counter

75%

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		
Clarkston 18 Busby Road, G76 7XL	Mon	Closed	Thornliebank 85 Main Street, G46 7RY	Mon	Closed	2.5 miles
	Tues	9.30am – 4.30pm		Tues	9.30am – 4.30pm	
	Wed	Closed		Wed	Closed	
	Thur	Closed		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 Clarkston branch

13%

decrease in customers using the counter

83%

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

Dumbarton 12 High Street, G82 1LW	Mon	9.30am – 4.30pm	Alexandria 137 Main Street, G83 0NX	Mon	Closed	4 miles
	Tues	Closed		Tues	9.30am – 4.30pm	
	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			Lunch closure	
		 This branch has level access				


Our rationale for making changes to Dumbarton branch

11%

decrease in customers using the counter

86%

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

Glasgow, Anniesland 1589 Great Western Road, G13 1LR	Mon	Closed	Glasgow, Byres Road 196 Byres Road, G12 8SN	Mon	9.00am – 5.00pm	1.8 miles
	Tues	9.30am – 4.30pm		Tues	9.00am – 5.00pm	
	Wed	9.30am – 4.30pm		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	
		 This branch has level access				

Our rationale for making changes to Glasgow, Anniesland branch

19%

decrease in customers using the counter

90%

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		
Glasgow, Pollok 1 Braidcraft Place, G53 5EU	Mon	9.30am – 4.30pm	Cardonald, Glasgow 2176 Paisley Road West, G52 3SJ  This branch has level access	Mon	9.00am – 5.00pm	1.8 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	


Our rationale for making changes to Glasgow, Pollok branch

5%

decrease in customers using the counter

86%

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

Helensburgh 20 East Princes Street, G84 7QE	Mon	Closed	Dumbarton 12 High Street, G82 1LW  This branch does not have level access Please speak to a Partner to discuss other options	Mon	9.30am – 4.30pm	8.3 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		Lunch closure	12.30pm – 1.30pm	


Our rationale for making changes to Helensburgh branch

7%

decrease in customers using the counter

82%

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

Lanark 25 Bannatyne Street, ML11 7JR	Mon	9.30am – 4.30pm	Carluke 15 High Street, ML8 4AL  This branch has level access	Mon	9.30am – 4.30pm	5.9 miles
	Tues	9.30am – 4.30pm		Tues	Closed	
	Wed	Closed		Wed	9.30am – 4.30pm	
	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		Lunch closure	12.30pm – 1.30pm	


Our rationale for making changes to Lanark branch

4%

decrease in customers using the counter

78%

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
Larkhall 72 Union Street, ML9 1DR	Mon 9.30am – 4.30pm	Hamilton 20 Quarry Place Shopping Arcade, ML3 7BB	Mon 9.00am – 5.00pm	4.6 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 – 1.00pm	
	Sun Closed		Sun Closed	
	Lunch closure 12.30pm – 1.30pm			
	 This branch has level access			


Our rationale for making changes to Larkhall branch

5%

decrease in customers using the counter

78%

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

Milngavie 38 Station Road, G62 8AB	Mon Closed	Bearsden 5 New Kirk Road, G61 3SJ	Mon Closed	2.3 miles
	Tues 9.30am – 4.30pm		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			
	 This branch has level access			


Our rationale for making changes to Milngavie branch

11%

decrease in customers using the counter

84%

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

Thornliebank 85 Main Street, G46 7RY	Mon Closed	Shawlands 94-102 Kilmarnock Road, G41 3NN	Mon 9.00am – 5.00pm	2 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 9.30am – 4.30pm		Fri 9.00am – 5.00pm	
	Sat Closed		Sat 9.00am – 1.00pm	
	Sun Closed		Sun Closed	
			 This branch has level access	


Our rationale for making changes to Thornliebank branch

11%

decrease in customers using the counter

86%

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
Uddingston 125 Main Street, G71 7EW	Mon 9.30am – 4.30pm	Coatbridge 106 Main Street, ML5 3BJ	Mon 9.30am – 4.30pm	5.4 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 9.30am – 4.30pm		Fri 9.30am – 4.30pm	
	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 Uddingston branch

2%

decrease in customers using the counter

84%

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

Wishaw 12 Stewarton Street, ML2 8AW	Mon 9.30am – 4.30pm	Motherwell 61 Merry Street, ML1 1JS	Mon 9.00am – 5.00pm	3.8 miles
	Tues Closed		Tues 9.00am – 5.00pm	
	Wed Closed		Wed 9.00am – 5.00pm	
	Thur 9.30am – 4.30pm		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	
			 This branch has level access	

Our rationale for making changes to Wishaw branch

7%

decrease in customers using the counter

78%

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

Other ways to bank with us

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Click



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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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