

# 261 County Road, Walton, Liverpool Branch Closure Review



## We have talked with the local community about closing our Walton branch.

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

### Who we spoke to

- The office of the local Member of Parliament, Dan Carden MP.
- Representatives of the County Ward of Liverpool City Council.
- Liverpool Chamber of Commerce.
- Local Federation of Small Businesses.
- Local Citizens Advice Bureau.

### What was said

- TSB was asked about the impact of the decision on customers who are most vulnerable to branch closures.
- TSB was questioned about access to banking services in the area and the distance to TSB's closest branch and the nearest cash machine.
- TSB was asked about the future of the property after the branch closes.
- TSB was also asked about what the closure will mean for TSB Partners who work at the Liverpool Walton branch.

### What we've done

- We've written to our customers to let them know about the closure and the different ways they can bank with us. This information is available in our Liverpool Walton branch, as well as at [tsb.co.uk/our-programme](https://tsb.co.uk/our-programme)
- Partners in our Liverpool Walton branch have been chatting to 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 cash machines. We're offering customers 'Get Me Started' appointments, which help them register for and use online, mobile and telephone banking.
- We've explained that we have an arrangement with the Post Office.<sup>®</sup> Personal customers are able to use any Post Office.<sup>®</sup> branch which offers financial services, including the local branch on County Road, to check their balance, make cash withdrawals and make cash and cheque deposits. Business banking customers are able to use most Post Office.<sup>®</sup> branches to make cash and cheque deposits.
- We're continuing to engage with local stakeholders about the impact on the High Street and what more we can do to support the community.
- There will be no job losses as a result of this change.

Post Office<sup>®</sup> is a registered trademark of Royal Mail.

Details correct to the best of our knowledge at time of print 03/2019, 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).

TSB Bank plc. Registered Office: Henry Duncan House, 120 George Street, Edinburgh EH2 4LH. Registered in Scotland No. SC95237. Authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority. Registration No. 191240.