



Branch opening hours in North East Scotland.

From July 2019, some of our branches in North East 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 North East 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
Aberdeen, Kincorth 5 Shopping Centre, AB12 5BT	Mon 9.30am – 4.30pm	Aberdeen, Torry 70 Victoria Road, AB11 9DS This branch does not have level access Please speak to a Partner to discuss other options	Mon Closed	1.8 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	

Our rationale for making changes to Aberdeen, Kincorth branch

8%
decrease in customers using the counter

84%
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		
Aberdeen, Torry 70 Victoria Road, AB11 9DS	Mon	Closed	St Nicholas Street 7-21a St Nicholas Street, AB10 1HE	Mon	8.30am – 5.00pm	0.8 miles
	Tues	9.30am – 4.30pm		Tues	8.30am – 5.00pm	
	Wed	Closed		Wed	8.30am – 5.00pm	
	Thur	9.30am – 4.30pm		Thur	8.30am – 7.00pm	
	Fri	Closed		Fri	8.30am – 5.00pm	
	Sat	Closed		Sat	8.30am – 3.00pm	
	Sun	Closed		Sun	Closed	
		 This branch has level access				


Our rationale for making changes to Aberdeen, Torry branch

18%

decrease in customers using the counter

92%

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

Aboyne Ballater Road, AB34 5HT	Mon	Closed	Banchory 82 High Street, AB31 5SS	Mon	Closed	12.4 miles
	Tues	Closed		Tues	9.30am – 4.30pm	
	Wed	9.30am – 4.30pm		Wed	Closed	
	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		 This branch has level access		


Our rationale for making changes to Aboyne branch

1%

decrease in customers using the counter

79%

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

Alford 32 Main Street, AB33 8PX	Mon	Closed	Inverurie 32 West High Street, AB51 3QR	Mon	9.00am – 5.00pm	18.2 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	Closed		Fri	9.00am – 5.00pm	
	Sat	Closed		Sat	9.00am – 2.00pm	
	Sun	Closed		Sun	Closed	
	Lunch closure	12.30pm – 1.30pm		 This branch has level access		


Our rationale for making changes to Alford branch

4%

increase 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		
Banchory 82 High Street, AB31 5SS	Mon	Closed	Culter 241 North Deeside Road, AB14 0UJ  This branch has level access	Mon	9.30am – 4.30pm	10.4 miles
	Tues	9.30am – 4.30pm		Tues	Closed	
	Wed	Closed		Wed	9.30am – 4.30pm	
	Thur	9.30am – 4.30pm		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	


Our rationale for making changes to Banchory branch

10%

decrease in customers using the counter

81%

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

Brechin 10 St Mary Street, DD9 6JQ	Mon	Closed	Montrose 14 Castle Place, DD10 8AL  This branch has level access	Mon	9.30am – 4.30pm	8.5 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	


Our rationale for making changes to Brechin branch

9%

decrease in customers using the counter

77%

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

Bucksburn 12 Oldmeldrum Road, AB21 9DT	Mon	Closed	Rosehill, Aberdeen 99 Rosehill Drive, AB24 4JS  This branch has level access	Mon	9.00am – 5.00pm	1.8 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 Bucksburn branch

7%

decrease in customers using the counter

91%

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		
Carnoustie 94 High Street, DD7 6AE	Mon	Closed	Arbroath 28 Commerce Street, DD11 1ND	Mon	9.00am – 5.00pm	7.5 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	Closed	
	Sun	Closed		Sun	Closed	
	Lunch closure	12.30pm – 1.30pm				
		 This branch has level access				


Our rationale for making changes to Carnoustie branch

5%

decrease in customers using the counter

78%

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

Culter 241 North Deeside Road, AB14 0UJ	Mon	9.30am – 4.30pm	Mannofield, Aberdeen 499 Great Western Road, AB10 6NN	Mon	9.00am – 5.00pm	7.9 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				
		 This branch has level access				


Our rationale for making changes to Culter branch

3%

decrease in customers using the counter

84%

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

Dundee, Craigiebank 168 Arbroath Road, DD4 7PY	Mon	9.30am – 4.30pm	Meadowside, Dundee 29 Meadowside, DD11DD	Mon	9.00am – 5.00pm	2.9 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	9.00am – 3.00pm	
	Sun	Closed		Sun	Closed	
				 This branch has level access		


Our rationale for making changes to Dundee, Craigiebank branch

16%

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		
Dundee, Lochee 55 High Street Lochee, DD2 3AU	Mon	Closed	Coldside, Dundee 101 Strathmartine Road, DD3 7SG	Mon	9.00am – 5.00pm	1.5 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	Closed	
	Sun	Closed		Sun	Closed	
		 This branch has level access				


Our rationale for making changes to Dundee, Lochee branch

9%

decrease in customers using the counter

88%

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

Dyce 99 Victoria Street, AB21 7AX	Mon	9.30am – 4.30pm	Bucksburn 12 Oldmeldrum Road, AB21 9DT	Mon	Closed	2.2 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	
		 This branch has level access	Lunch closure	12.30pm – 1.30pm		

Our rationale for making changes to Dyce branch

6%

increase in customers using the counter

88%

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

Montrose 14 Castle Place, DD10 8AL	Mon	9.30am – 4.30pm	Brechin 10 St Mary Street, DD9 6JQ	Mon	Closed	8.5 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	
		This branch does not have level access Please speak to a Partner to discuss other options	Lunch closure	12.30pm – 1.30pm		

Our rationale for making changes to Montrose branch

7%

decrease in customers using the counter

75%

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

Other ways to bank with us

Personal Banking customers



tsb.co.uk

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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