

# Pitlochry Reduced Opening Hours Review.



We have talked with the local community about the reduced opening hours in our Pitlochry branch on 29 July 2019.

## Who we spoke to

- The local Member of Parliament, Pete Wishart MP
- The constituency Member of the Scottish Parliament, John Swinney MSP
- The offices of the regional Members of the Scottish Parliament
- Local ward Councillors
- Local Chamber of Commerce
- Local Federation of Small Businesses
- Local Citizens Advice Bureau
- Lending Standards Board - the governing body responsible for overseeing the Access to Banking Standards

## What was said

- TSB was asked about the impact of these changes on those customers who require additional support and assistance
- TSB was asked about the level of consultation undertaken around the decision to reduce opening hours at the branch
- TSB was asked about the impact on the staff that work at the branch
- TSB was asked about the importance of maintaining consistently open branches
- TSB was asked about the merits of mobile banking as opposed to maintaining a physical presence in local communities through reduced opening hours
- TSB was asked about the consideration the business had given to banking hubs shared by multiple service providers

## What we've done

- We've written to our customers to let them know about the change in opening hours, why we have come to this decision and the different ways they can bank with us. This information is available in branch as well as online
- Partners in branch have been speaking with customers, particularly personal and small business customers who use the branch regularly and those customers who require additional support with the changes to branch opening hours – answering questions, discussing concerns, giving advice on alternative travel arrangements and how they can get to other branches and alternative ATMs. TSB is also offering customers 'Get Me Started' appointments, which help customers register for and use online, mobile and telephone banking
- We have confirmed that there will be no job losses as a result of this change
- We have explained that the changes in opening hours have been tailored to when branches are busiest and to ensure that customers have consistent access to a branch in the local area
- We explained that the bank sees maintaining a physical presence in local communities as important and that this is preferable to mobile banking
- We have confirmed that the bank would be eager to discuss the feasibility of banking hubs being established in the future, noting that these are not without challenges

Details correct to the best of our knowledge at time of print June 2019, but please check for your convenience. For more information about our decision to reduce the opening hours at 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 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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