

Branch opening hours in South & West Scotland.

From July 2019, some of our branches in South & West 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 South & West 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
Barrhead 23 Cross Arthurlie Street, G78 1QY	Mon 9.30am – 4.30pm	Paisley, High Street 24 High Street, PA1 2BS This branch has level access	Mon 9.00am – 5.00pm	4.1 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	

Our rationale for making changes to Barrhead branch

10%
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
Castle Douglas 55 King Street, DG7 1AE	Mon Closed	Dumfries 6 Queensberry Square, DG1 1BL	Mon 9.00am – 5.00pm	17.6 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			
		 This branch has level access		


Our rationale for making changes to Castle Douglas branch

3%

decrease in customers using the counter

74%

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

Cumnock 31 Townhead Street, KA18 1LA	Mon Closed	Kilmarnock 107-111 King Street, KA1 1QD	Mon 9.00am – 5.00pm	15.4 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 Cumnock branch

5%

decrease in customers using the counter

75%

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

Dunoon 110 Argyll Street, PA23 7NE	Mon 9.30am – 4.30pm	Greenock 22 Hamilton Gate, PA15 1JW	Mon 9.00am – 5.00pm	7.7 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 – 2.00pm	
	Sun Closed		Sun Closed	
	Lunch closure 12.30pm – 1.30pm			
		 This branch has level access		


Our rationale for making changes to Dunoon branch

10%

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		
Girvan 64 Dalrymple Street, KA26 9BT	Mon	Closed	Ayr 148-154 High Street, KA7 1PR	Mon	9.00am – 5.00pm	21.5 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 – 2.00pm	
	Sun	Closed		Sun	Closed	
				 This branch has level access		

Our rationale for making changes to Girvan branch

10%
decrease in customers using the counter


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

Glasgow, Govan 705 Govan Road, G51 2YJ	Mon	Closed	Partick, Glasgow 360 Dumbarton Road, G11 6SA	Mon	9.00am – 5.00pm	2.5 miles
	Tues	9.30am – 4.30pm		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	
				 This branch has level access		

Our rationale for making changes to Glasgow, Govan branch

10%
decrease in customers using the counter


88%
of customers use another TSB branch or online, mobile or telephone banking

Kilbirnie 64 Main Street, KA25 7DD	Mon	Closed	Largs 23 Main Street, KA30 8AE	Mon	9.30am – 4.30pm	9.4 miles
	Tues	9.30am – 4.30pm		Tues	Closed	
	Wed	9.30am – 4.30pm		Wed	Closed	
	Thur	9.30am – 4.30pm		Thur	Closed	
	Fri	Closed		Fri	9.30am – 4.30pm	
	Sat	Closed		Sat	Closed	
	Sun	Closed		Sun	Closed	
				 This branch has level access		

Our rationale for making changes to Kilbirnie branch

1%
decrease in customers using the counter

73%
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
Largs 23 Main Street, KA30 8AE	Mon 9.30am – 4.30pm	Kilbirnie 64 Main Street, KA25 7DD This branch does not have level access  Please speak to a Partner to discuss other options	Mon Closed	9.4 miles
	Tues Closed		Tues 9.30am – 4.30pm	
	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	


Our rationale for making changes to Largs branch

12%

decrease in customers using the counter

83%

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

Port Glasgow 51-55 Princes Street, PA14 5JH	Mon 9.30am – 4.30pm	Greenock 22 Hamilton Gate, PA15 1JW  This branch has level access	Mon 9.00am – 5.00pm	3.1 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 – 2.00pm	
	Sun Closed		Sun Closed	


Our rationale for making changes to Port Glasgow branch

9%

decrease in customers using the counter

84%

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

Prestwick 104 Main Street, KA9 1PA	Mon Closed	Ayr 148-154 High Street, KA7 1PR  This branch has level access	Mon 9.00am – 5.00pm	2.8 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 – 2.00pm	
	Sun Closed		Sun Closed	

Our rationale for making changes to Prestwick branch

8%

decrease in customers using the counter

88%

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		
Rothesay 41/43 Montague Street, PA20 0BU	Mon	Closed	Greenock 22 Hamilton Gate, PA15 1JW	Mon	9.00am – 5.00pm	15.6 miles
	Tues	9.30am – 4.30pm		Tues	9.00am – 5.00pm	
	Wed	9.30am – 4.30pm		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 Rothesay branch

2%

decrease in customers using the counter

77%

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

Saltcoats 1-3 Hamilton Street, KA21 5DT	Mon	Closed	Irvine 144 High Street, KA12 8AH	Mon	9.00am – 5.00pm	7.6 miles
	Tues	9.00am – 5.00pm		Tues	9.00am – 5.00pm	
	Wed	9.00am – 5.00pm		Wed	9.00am – 5.00pm	
	Thur	Closed		Thur	9.00am – 5.00pm	
	Fri	9.00am – 5.00pm		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 Saltcoats branch

10%

decrease in customers using the counter

81%

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

Other ways to bank with us

Personal Banking customers



tsb.co.uk



Mobile Banking App



0345 975 8758



tsb.co.uk/business



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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