

Branch opening hours in South West England.

From July 2019, some of our branches in South West England 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 England.

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
Cheddar Threeways, Union Street, BS27 3NA	Mon 9.00am – 5.00pm	Wells 42 High Street, BA5 2SN This branch has level access	Mon 9.00am – 5.00pm	8.1 miles
	Tues Closed		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 9.00am – 1.00pm		Sat 9.00am – 1.00pm	
	Sun Closed		Sun Closed	


Our rationale for making changes to Cheddar branch

4%

increase in customers using the counter

62%

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
Dorchester 64 High West Street, DT1 1XA	Mon 9.00am – 5.00pm	Bridport 9 West Street, DT6 3QL  This branch has level access	Mon 9.00am – 5.00pm	15.5 miles
	Tues Closed		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	


Our rationale for making changes to Dorchester branch

6%

decrease in customers using the counter

80%

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

Gillingham Sydenham House, SP8 4AG	Mon 9.00am – 5.00pm	Frome 25 Cheap Street, BA11 1BW  This branch has level access	Mon 9.00am – 5.00pm	16 miles
	Tues Closed		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	


Our rationale for making changes to Gillingham branch

13%

decrease in customers using the counter

60%

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

Okehampton 15 Fore Street, EX20 1AN	Mon 9.00am – 5.00pm	Tavistock Bedford Square, PL19 0AG  This branch has level access	Mon 9.00am – 5.00pm	16.3 miles
	Tues Closed		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 – 5.00pm	
	Sun Closed		Sun Closed	


Our rationale for making changes to Okehampton branch

1%

increase in customers using the counter

68%

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
St Austell 4 Church Street, PL25 4AT	Mon 9.00am – 5.00pm	Truro 95 Pydar Street, TR1 2BD  This branch has level access	Mon 9.00am – 5.00pm	14.4 miles
	Tues Closed		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	

Our rationale for making changes to St Austell branch

5%
decrease in customers using the counter

73%
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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