

# Thornliebank

## Reduced Opening Hours Review.



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

### Who we spoke to

- The office of the local Member of Parliament, Paul Masterton MP
- The offices of the constituency and 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 how it was seeking to maintain customers access to face to face banking services into the future
- TSB was asked about the long term future of the branch and the rationale behind the change in opening hours

### 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 are no current plans for further changes to our branch network, but that for the branch to be viable in the long-term, we will need to see customers choosing to bank there

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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