

# Grove Branch Closure Review



## We have talked with the local community about closing our Grove branch on 13 September 2019.

### Who we spoke to

- The office of the local Member of Parliament, Ed Vaizey MP
- Representatives of the Grove North Ward of the Vale of the White Horse District Council
- 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 the closure on the area and on those customers who require additional support with branch closures
- TSB was questioned on the impact of changes in opening hours at neighbouring branches and what the long term future was of the branch network in the local area
- TSB was asked about the impact of the closure on the staff that work at the branch

### What we've done

- We've written to our customers to let them know about the closure, why we have come to this decision, and the different ways they can bank with us. This information is available in our Grove, Wantage branch, as well as online
- Partners in our Grove, Wantage branch have been speaking with customers, including those customers who require additional support with branch closures – 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 confirmed and explained reasons for any changes to opening hours in our network in the wider area and explained the nearest branch to Grove, Wantage is open five days a week
- We have confirmed that there will be no job losses as a result of the closure of the branch

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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 close 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 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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