

# 10 Millbrook Square, Grove, Branch Closure Review



## Our branch at 10 Millbrook Square, Grove, is closing in September 2019.

We know that 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. We'll be investing in some branches to offer better branch and digital services and opening some new ones, but unfortunately this does mean closing some too.

Following a careful and full review, we'll be closing our Grove branch in September.

### How we made this decision

Our decision to close this branch 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
- whether we own or lease the branch building

**There are a number of other branches you can visit**, the closest one is 44 Market Place, Wantage, Oxfordshire, OX12 8AR.

You can also use our branch at 1 Stert Street, Abingdon, Oxfordshire, OX14 3JG.

This guide will tell you more about the review and our Partners are always on hand if you'd like to speak to them in person.

## About the branch

### Opening times

Monday	10.00 – 13.30
Tuesday	10.00 – 13.30
Wednesday	10.00 – 13.30
Thursday	10.00 – 13.30
Friday	10.00 – 13.30
Saturday	Closed
Sunday	Closed

### Address

10 Millbrook Square,  
Grove, Wantage,  
Oxfordshire,  
OX12 7JZ

### Branch Manager

Amanda Parrish

### Branch Tel

01235 393 998



0

Cash machines  
inside the branch



1

Cash machine  
outside the branch

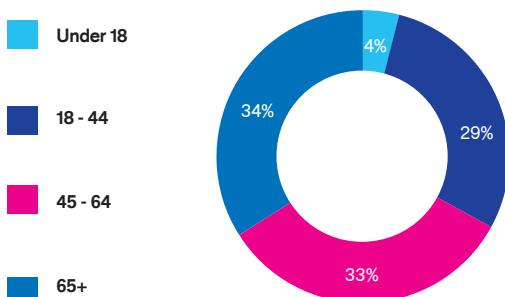


0

Deposit  
Machines

## About our customers

### Age of our branch customers



### How are they using the branch now compared to last year?



-7%

decrease in the  
number of customers  
using counters



-1%

decrease in  
cash machine  
withdrawals



+12%

increase in  
online and  
mobile banking

### How else do they bank with TSB?



89%

use another TSB branch  
or online, mobile or  
telephone banking



73%

use another TSB branch  
as well as  
Wantage, Market Place



11%

only use  
Wantage, Market Place



9%

also use  
the Post Office®

## What about Business Banking customers?



4%

of branch customers  
have business accounts



71%

use at least  
one other TSB branch

## Your closest branch from 10 Millbrook Square, Grove, Wantage, Oxfordshire is 44 Market Place, Wantage, Oxfordshire.



### Closest branch

44 Market Place,  
Wantage,  
Oxfordshire,  
OX12 8AR



This branch has  
level access

### Opening times

Monday	09.00 - 17.00
Tuesday	09.00 - 17.00
Wednesday	09.00 - 17.00
Thursday	09.00 - 17.00
Friday	09.00 - 17.00
Saturday	Closed
Sunday	Closed

### How can I get there?

- It's 1.7 miles from our Grove branch
- That's about an 7 minute drive
- And 13 minutes on the bus
- Or a 33 minute walk

All distances quoted are approximate, based on the  
postcode shown.

## 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 online banking, you can find out more at [tsb.co.uk](https://www.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 online, mobile and telephone banking. Just give us a call or come into branch to find out more and book your spot.

## Your closest Post Office®

As 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

Post Office® details correct at time of print.  
Visit [postoffice.co.uk/branch-finder](https://postoffice.co.uk/branch-finder) for more information.  
Post Office® is a registered trademark of Royal Mail.

## Address

12 Barnards Way,  
Wantage,  
OX12 7EB

## Opening hours

Monday	09.00 - 17.30
Tuesday	09.00 - 17.30
Wednesday	09.00 - 17.30
Thursday	09.00 - 17.30
Friday	09.00 - 17.30
Saturday	09.00 - 12.30
Sunday	Closed

- It's about 1.5 miles from Grove branch

## Terms used in this document

Terms	Definition
Everyday banking	Customers making use of in-branch 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.
Deposit Machine	This is a machine where you can deposit cash and cheques into your account.

Details correct to the best of our knowledge at time of print 04/2019, 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 **+44203 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).

TSB Bank plc. Registered Office: Henry Duncan House, 120 George Street, Edinburgh EH2 4LH. Registered in Scotland No. SC95237. Authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority (Registration No 191240).