

# Manchester, Irlam Branch Community Engagement

**We're closing our Manchester, Irlam branch on 25 May 2021.**

In our Branch Review we've published details of this closure and how we can support you through the changes and the alternative services you can use. You can view this at [tsb.co.uk/our-branches](https://tsb.co.uk/our-branches)

We've also written to customers who use this branch, to let them know about the changes. We always let customers know about these changes at least 12 weeks before the branch closure takes place. This makes sure we have time to talk with them about banking options, especially for customers who require additional support with the closure.

As part of our Branch Review we've also talked with the local community about the impact of the closure and how we can help customers with this change. This Community Engagement summary explains who we contacted in the local community and any feedback we received about the closure.

## Who we contacted

We shared information with key members of the local community shown below about how customers' use of the branch has changed, what other TSB branches are nearby and how we are working with the Post Office® to provide banking alternatives. Visit [postoffice.co.uk/branch-finder](https://postoffice.co.uk/branch-finder) for more information.

- The office of the local MP, Barbara Keeley
- The City Mayor of Salford City Council
- The councillors for the Irlam Ward
- Local Chamber of Commerce
- Local Federation of Small Businesses
- Local Citizens Advice Bureau
- Post Office®
- Lending Standards Board

## What feedback we received

The local MP wrote to TSB and stressed that banks and shops are the heart of the community in Irlam. She stated that many older people in this area do not use the internet and so they may not be able to continue to bank with TSB after this branch closure. She stressed that after this branch closes the next nearest bank will be in the next town of Cadishead and the nearest TSB will be in Eccles, which is 4.5 miles away. The local City Mayor wrote to TSB expressing his concerns. He stressed that this would leave residents of Irlam without a bank branch in their area - despite an ageing population. He felt this presents a major issue for the residents of Irlam and the wider community and risked exacerbating financial exclusion in the city. He asked how TSB would work to mitigate the consequences of its closures.

**Manchester,  
Irlam is  
closing on  
25 May 2021**

**The closest  
branch is  
Manchester,  
Eccles**

**Your account  
details will  
stay the same**



## What we've done

TSB wrote to the Mayor and MP explaining that the decision to close branches was not taken lightly and that we will be doing everything we can to support our customers during the transition period. We pointed out that we will be proactively calling all of our vulnerable customers and those who exclusively use the branch to outline the changes that we are making and advise them on the ways they can continue to bank with us. We also highlighted that we would be making our customers aware of the everyday banking tasks they can carry out at the local Post Office® – which is 0.3 miles from the Irlam branch.

## We're here to help

We're here to support customers through the changes, especially those who would benefit from extra help with their banking. We'd encourage you to make sure you're set up to bank with us using one of the options below, so you can access your banking from home or elsewhere 24/7:

- Mobile Banking App – download from your phone at [tsb.co.uk/mobile](https://tsb.co.uk/mobile)
- Internet Banking – visit [tsb.co.uk/online](https://tsb.co.uk/online) to create your account
- Telephone Banking – visit [tsb.co.uk/telephone](https://tsb.co.uk/telephone) to bank over the phone using our automated service

We're now able to support you with many services without the need to visit a branch. If you would like help with any of these services, please get in touch. You can talk to us online at [tsb.co.uk/contact-us](https://tsb.co.uk/contact-us) or call us on **01614 059 989\***. If you'd prefer, we can book a face to face appointment to talk through all the ways we can support you, including:

- how to register for mobile, online and telephone banking
- banking with a trusted friend or family member
- support with bereavement or caring for a relative
- fraud prevention
- business banking
- the local Post Office® services available

Once this branch has closed, the nearest will be Manchester, Eccles branch at 60/62 Church Street, Eccles, Manchester, M30 ODA, and you can call us on **01614 059 988\***.

There are a large number of other branches you can visit, to find the one most convenient for you, please go to [tsb.co.uk/branch-locator](https://tsb.co.uk/branch-locator)

\*Telephone number available during usual branch opening hours. Details correct at time of print. This branch may close at lunchtime, for more information on opening hours go to [tsb.co.uk/branch-locator](https://tsb.co.uk/branch-locator)  
For more information about this closure, please visit [tsb.co.uk/our-branches](https://tsb.co.uk/our-branches)  
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If you'd like this in another format such as large print, Braille or audio please ask in branch or call us on **03459 758 758** (lines are open from 8am to 8pm, 7 days a week), or **0345 835 3858** for Business Banking customers (lines open from 8am to 6pm Monday to Friday, 9am to 2pm Saturdays).

If you have a hearing or speech impairment you can contact us using Text Relay or Textphone on **0345 835 7982** (lines open from 7am to 11pm, 7 days a week), or **0345 835 3852** for Business Banking customers (lines open from 8am to 6pm Monday to Friday, 9am to 2pm Saturdays.)

Not all Telephone Banking and Business Telephone Banking services are available 24 hours, 7 days a week. Calls may be monitored or recorded.  
If you need to call us from abroad, or prefer not to use our **0345** number, you can also call us on **+44 20 3284 1581** or **+44 203 284 1576** for Business Banking customers.  
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