

Keith Branch Closure Review



We have talked with the local community about closing our Keith branch on 19 July 2019.

Who we spoke to

- The office of the local Member of Parliament, Douglas Ross MP
- The local Member of the Scottish Parliament, Richard Lochhead MSP
- The offices of the Members of the Scottish Parliament for the Highlands and Islands region
- Representatives of the Keith and Cullen Ward of Moray 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 why the bank had decided to close when other banks had also closed recently in the area
- TSB was questioned on why the bank was also making changes to opening hours at the Forres and Elgin branches
- 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 Keith branch, as well as online
- Partners in our Keith 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 explained that despite other banks closing in the area, the branch had not become busier
- We confirmed and explained reasons for any changes to opening hours in our network in the wider area and that the Buckie branch, where Keith customers are being directed to, 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

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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