

Lanark Branch Community Engagement

We're closing our Lanark branch on 27 April 2022.

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

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 tsb.co.uk/postoffice for more information.

- The office of the local MP, Angela Crawley
- The office of the local MSP, Màiri McAllan
- The councillors for the Clydesdale North Ward
- Local Chamber of Commerce
- Local Federation of Small Businesses
- Local Citizens Advice Bureau
- Post Office®
- Lending Standards Board

What feedback we received

TSB was contacted by the MP, MSP and a councillor expressing concerns about the closure of the branch. They were concerned about the impact on vulnerable customers who may not want to use online banking and the travel time from Motherwell, especially for customers who use the branch but live in the villages and communities that surround Lanark. They asked TSB to consider creating a TSB Pop-up banking service in Lanark, which would give locals access to face to face services.

Lanark is
closing on
27 April 2022

The closest
branch is
Motherwell

Your account
details will
stay the same



What we've done

We met with the MP, MSP and councillor and explained that we have seen a 28% reduction in average branch transactions across the TSB network since January 2019 and that Lanark branch customer transactions have fallen by 51% over the same period. While TSB had no initial plans for a Pop-up banking service, we agreed to review this case and based on feedback from local stakeholders we have confirmed that we will introduce such a service in Lanark as part of a six-month pilot.

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 – visit tsb.co.uk/mobile to download to your phone.
- Internet Banking – visit tsb.co.uk/online to create your account.
- Telephone Banking – call **03459 758 758** to set up and bank over the phone.

We're now able to support you with many services without the need to visit a branch. If you would like help, please get in touch. You can talk to us online at tsb.co.uk/help or call us on **01555 799 998***. Or if you'd prefer, we can book telephone, video or face-to-face appointments 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 Motherwell branch at 61 Merry Street, Motherwell, ML1 1JS, and you can call us on **01698 654 999***.

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

*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
For more information about this closure, please visit tsb.co.uk/our-branches
Post Office® is a registered trademark of Royal Mail.

Need some extra help to do your banking? This might be due to physical or mental wellbeing or a life event. We're here to support you. Let us know what you need by calling **03459 758 758** (lines are open from 8am to 8pm, 7 days a week), chat to us in the Mobile Banking App, or visit us in branch. Or if you're a business banking customer call us on **0345 835 3858** (lines are open 8am to 6pm Monday to Friday, 9am to 2pm Saturday).

This information is available in large print, braille and audio. Ask in branch or call us on **03459 758 758** (lines are open from 8am to 8pm, 7 days a week). Or if you're a business banking customer call us on **0345 835 3858** (lines are open 8am to 6pm Monday to Friday, 9am to 2pm Saturday).

If you have a hearing or speech impairment you can call us using the National Relay UK service. Type **'18001'** before entering our telephone number. A member of the Royal National Institute for Deaf People will join the call to speak with us as you send and receive text messages. Please visit www.relayuk.bt.com to read how they manage your data.

The opening hours of our Telephone Banking advisor services are 8am to 8pm Monday to Sunday. Our lost and stolen card and fraud reporting lines are open 24/7. For business banking customers our normal call centre times are 7am to 8pm Monday to Friday, 9am to 2pm Saturdays. Due to Covid-19 they have reduced temporarily. 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. Calls may be monitored or recorded.
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