

Nottingham, Mapperley Branch Community Engagement

We're closing our Nottingham, Mapperley branch on 23 February 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

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 for more information.

- The office of the local MP, Tom Randall
- The Leader, Deputy Leader and Chief Executive of Gedling Council
- The councillors for the Porchester Ward
- Local Chamber of Commerce
- Local Federation of Small Businesses
- Local Citizens Advice Bureau
- Post Office®
- Lending Standards Board

What feedback we received

TSB received letters from the local council and the local MP expressing their concern about the impact on local communities – particularly vulnerable and elderly people. They stressed the importance of in-person banking to many groups in society.

**Nottingham,
Mapperley
is closing on
23 February
2021**

**The closest
branch is
Nottingham,
Sherwood**

**Your account
details will
stay the same**



What we've done

TSB met with the local authority and discussed the measures we are putting in place to support customers. We also highlighted that TSB branches have direct phone numbers which enables customers to call into branches and speak with people locally, limiting the need to travel to further away branches. We explained the wider pressures we faced within the banking sector. We discussed the cash machine provisions locally, but stressed that we do not operate a remote network, and further discussed issues such as local traffic which could create challenges for accessing other branches. We stressed that this was outside of what we can control but highlighted the alternative ways customers can bank with TSB such as the Post Office® as well as online and telephone banking.

TSB met with the local MP and discussed the impact that closures would have on the local community. We discussed the changing nature of retail banking and a divergence of customer preferences with some moving to digital only banks, and what this means for high streets. We explained the provisions we have in place such as the everyday banking tasks that can be carried out at the Post Office®, as well as our plans to call affected vulnerable customers. We discussed our plans to install a mobile adviser in nearby Netherfield and stressed that customers can call into branches rather than have to rely on call centres.

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
- Internet Banking – visit tsb.co.uk/online to create your account
- Telephone Banking – visit 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 or call us on **01157 009 998***. 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 Nottingham, Sherwood branch at 583 Mansfield Road, Sherwood, Nottingham, Nottinghamshire, NG5 2JN, and you can call us on **01157 009 995***.

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.

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.
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 under Registration No. 191240.