

Okehampton Branch Community Engagement



We're closing our Okehampton branch on 21 May 2020.

In our Branch Review we've published details of how we've decided to close this branch and the local information we've gathered about the area. This was shared with our Partners and customers. 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 everyday banking alternatives.

- The office of the local MP, Mel Stride
- The councillors for the Okehampton North ward
- Local Chamber of Commerce
- Local Federation of Small Businesses
- Local Citizens Advice Bureau
- Post Office®
- Lending Standards Board

Okehampton
is closing on
21 May 2020

Your closest
branch will be
Tavistock

Your account
details will
stay the same

What feedback we received

A local councillor thanked TSB for the email and informed us that it mirrors what other banks have said recently when deciding to take their services away from Okehampton. He highlighted that while TSB has stated it will help customers switch providers, Okehampton will have only one other bank after the TSB branch closes and therefore residents and small businesses will not have a choice if they need to continue to use cash or require face to face assistance.

He highlighted that the local Post Office® is already under strain and the payments that they receive for taking on the responsibilities of banks are low. The councillor highlighted that Okehampton is within a very rural area, and customers will have to travel a long way if they do not have the connectivity to use other banking and that this will contribute to the increasing costs of living in a rural community. He stated that he would be very interested to hear how TSB attempts to help the vulnerable and less well-off.

The councillor highlighted that when he had, in the past, asked other banks about working together to provide services using local facilities these offers were declined.

What we've done

We informed the local councillor that the local team at Okehampton would be proactively reaching out to customers vulnerable to the impact of closure to support them. We highlighted that the industry is exploring whether there are new ways in which banks can work together to provide face to face banking services.

Partners have been talking with customers about the closure, in particular those customers who need additional support with the changes; answering questions, discussing concerns and giving advice on alternative travel arrangements and how they can get to other branches and alternative cash machines.

We'll be running workshops for all customers, which will cover:

- alternative ways for day-to-day banking
- how you can use your local Post Office® and the services available
- fraud awareness and how to stay safe and protect yourself and others
- support with bereavement or caring for a relative
- demonstrations on how to register for and use online, mobile and telephone banking. You can book a private appointment if you'd prefer which will cover everything included in the workshops

If you'd like to book an appointment or workshop, or have any questions about the changes, including accessibility in your nearest branch, come in and see us before we close. Or you can call us on **01837 520 96***.

Once this branch has closed, you can visit us at Tavistock branch at Bedford Square, Tavistock, Devon, PL19 0AG, or call us on **01822 299 998***.

Other ways to bank with us

Personal Customers



[tsb.co.uk](https://www.tsb.co.uk)
Register for Internet Banking



0345 975 8758
Call. TSB Partner



[tsb.co.uk/mobilebanking](https://www.tsb.co.uk/mobilebanking)
Mobile Banking App



Find. branch to suit you at [tsb.co.uk/branch-locator](https://www.tsb.co.uk/branch-locator)

Business Customers



[tsb.co.uk/business](https://www.tsb.co.uk/business)
Register for Internet Banking



0345 835 3858
Call. TSB Partner

*Lines open during branch opening hours.

Post Office® is a registered trademark of Royal Mail.

Details correct to the best of our knowledge at time of print, but please check for your convenience. For more information about our decision to close this branch, please visit [tsb.co.uk/our-branches](https://www.tsb.co.uk/our-branches)

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 7am to 11pm, 7 days a week).

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).

Not all Telephone Banking services are available 24 hours a day, seven days a week. Please speak to a Partner for more information. 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 **+44 203 284 1575**.

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