

# London, Old Street Branch Community Engagement



## We're closing our London, Old Street branch on 19 November 2020.

In our Branch Review we've published details of why we've decided to close this branch and the local information we've gathered about the area. This was shared with our customers and Partners. 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, Emily Thornberry
- The office of the local Assembly Member
- The councillors for the Bunhill ward
- Local Chamber of Commerce
- Local Federation of Small Businesses
- Post Office®
- Lending Standards Board

### What feedback we received

The MP's office and other local stakeholders were updated on the usage of this branch and the support available for customers before and after the closure, and the alternative ways customers can continue to bank with TSB. Any feedback we receive between publishing this summary and the branch closure date will be updated and included in this document.

**London, Old  
Street is  
closing on  
19 November  
2020**

**The closest  
branch is  
London,  
London Wall**

**Your account  
details will  
stay the same**

## We're here to help

We're working hard to provide increased support for customers, especially with customers 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 App – download from your app store or visit [tsb.co.uk/mobile](https://tsb.co.uk/mobile)
- Internet Banking – visit [tsb.co.uk/online-banking](https://tsb.co.uk/online-banking) to create your account
- Telephone Banking – visit [tsb.co.uk/help/telephone-banking](https://tsb.co.uk/help/telephone-banking) bank over the phone using our automated service

We've also launched our new online chat service. To find out more visit [tsb.co.uk/contact-us](https://tsb.co.uk/contact-us)

If you don't have access to these services and are worried about not being able to visit a branch, please call us on **020 8790 9996\*** and we can book a telephone appointment to talk through all the ways we can support you, including:

- how to register for mobile, online and telephone banking
- how to set up third party access
- 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 London, London Wall branch at 34 London Wall, London, EC2M 5QX, and you can call us on **020 7628 1139\***.

---

## Other ways to bank with us

### Personal Customers



[tsb.co.uk/online-banking](https://tsb.co.uk/online-banking)  
Register for Internet Banking



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



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

### Business Customers



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



[tsb.co.uk/business/business-banking-app](https://tsb.co.uk/business/business-banking-app)  
Mobile Banking App

---

\*Telephone number available during usual branch opening hours. This branch may close at lunchtime, for details please check on [tsb.co.uk/branch-locator](https://tsb.co.uk/branch-locator)  
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://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 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.