

# Pitlochry Branch Community Engagement

We're closing our Pitlochry branch on 25 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](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, Pete Wishart
- The office of the local MSP, John Swinney
- The Leader and Chief Executive of Blairgowrie
- The councillors for the Highland Ward
- Local Chamber of Commerce
- Local Federation of Small Businesses
- Local Citizens Advice Bureau
- Post Office®
- Lending Standards Board

## What feedback we received

TSB met with the MSP to discuss the impact of these closures in his constituency. The MSP was concerned about the impact on vulnerable customers and travel times to the branch in Perth. He also asked about colleagues and whether roles were at risk.

Pitlochry is  
closing on  
25 February  
2021

The closest  
branch is  
Aberfeldy

Your account  
details will  
stay the same



## What we've done

We highlighted that we would be working with vulnerable customers ahead of the closure to help them find alternative ways to bank with us and that colleagues in the Perth branch could support them directly by telephone as an alternative to face to face. We were clear that it was our intention to achieve as many of these role reductions as possible through voluntary redundancy.

## 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](https://tsb.co.uk/mobile)
- Internet Banking – visit [tsb.co.uk/online](https://tsb.co.uk/online) to create your account
- Telephone Banking – visit [tsb.co.uk/telephone](https://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](https://tsb.co.uk/contact-us) or call us on **01796 634 999\***. 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 Aberfeldy branch at Bank Street, Aberfeldy, PH15 2BB, and you can call us on **01887 604 999\***.

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](https://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](https://tsb.co.uk/branch-locator)  
For more information about this closure, please visit [tsb.co.uk/our-branches](https://tsb.co.uk/our-branches)  
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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.  
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