

# Prestwick Branch Community Engagement

We're closing our Prestwick branch on 2 March 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, Philippa Whitford
- The office of the local MSP, John Scott
- The Leader and Chief Executive of South Ayrshire Council
- The councillors for the Prestwick Ward
- Local Chamber of Commerce
- Local Federation of Small Businesses
- Local Citizens Advice Bureau
- Post Office®
- Lending Standards Board

## What feedback we received

The local MP wrote to TSB to express concerns about the data used to justify the closure and express concerns about closing the last branch in town. TSB met with the local MSP who was concerned about the impact on vulnerable customers.

A local councillor wrote to TSB to express concerns about the loss of the cash machine and request that TSB continues to operate the cash machine at the branch.

Prestwick is  
closing on  
2 March 2021

The closest  
branch is  
Ayr

Your account  
details will  
stay the same



## What we've done

TSB wrote to the MP explaining that the data we published and used to inform our decision on closing the branch is in line with industry guidelines. We explained how TSB would support vulnerable customers in finding alternative ways to bank with us, including a telephone service that would be available from the neighbouring branch in Ayr.

We wrote to and spoke over the phone with the local councillor and provided a list of alternative cash machines. We detailed the locations of two machines within 0.1 miles of the branch and six within 0.9 miles of the branch. We explained that we do not operate a remote cash machine network and therefore could not continue to operate the cash machine after the branch closure.

## 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 **01292 499 998\***. 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 Ayr branch at 148-154 High Street, Ayr, KA7 1PR, and you can call us on **01292 499 996\***.

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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