

Rugby Branch Community Engagement



We're closing our Rugby branch on 22 September 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

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, Mark Pawsey
- The office of a neighbouring MP, Alberto Costa
- The councillors for the Benn ward
- Local Chamber of Commerce
- Local Federation of Small Businesses
- Post Office®
- Lending Standards Board

What feedback we received

We were contacted by a neighbouring MP who was concerned about the closure of the branch during the Covid-19 pandemic and the impact it would have on his constituents.

**Rugby is
closing on
22 September
2020**

**The closest
branch is
Coventry,
High Street**

**Your account
details will
stay the same**

What we've done

We informed the MP that the Rugby branch is no longer viable and that we made this announcement on 28 November 2019. We informed the MP that customer usage of our Rugby branch had been decreasing prior to Covid-19 and that this had remained the case. We also highlighted that the pandemic had accelerated the rate at which our customers were moving to online and telephone banking. We highlighted that since lockdown started on 23 March 2020, TSB's own data shows that the average number of customers registering for the mobile app has nearly trebled from just over 1,270 to almost 3,480 every day, reaching over 4,000 on some days.

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
- Internet Banking – visit tsb.co.uk/online-banking to create your account
- Telephone Banking – visit 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

If you don't have access to these services and are worried about not being able to visit a branch, please call us on **01788 570 221*** 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 Coventry, High Street branch at 15 High Street, Coventry, CV1 5RD, and you can call us on **02476 257 439***.

Other ways to bank with us

Personal Customers

 tsb.co.uk/online-banking
Register for Internet Banking

 tsb.co.uk/mobile
Mobile Banking App

Business Customers

 tsb.co.uk/business/internet-banking
Register for Internet Banking

 tsb.co.uk/business/business-banking-app
Mobile Banking App

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

*Telephone number available during usual branch opening hours. This branch may close at lunchtime, for details please check on 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

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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