

Smethwick Bearwood Branch Community Engagement



We're closing our Smethwick Bearwood branch on 3 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

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, John Spellar
- The councillors for the Abby ward
- Local Chamber of Commerce
- Local Federation of Small Businesses
- Local Citizens Advice Bureau
- Post Office®
- Lending Standards Board

What feedback we received

A local councillor informed us that he was deeply disappointed to hear the branch would be closing as Bearwood High Street is a hub for the local community, local businesses and charitable organisations.

He recognised that the High Street had seen some decline in recent years but felt there were signs of a resurgence taking place particularly among independent traders. He highlighted a rise in footfall and expressed surprise that this had not translated into more customers within the branch. He welcomed the support TSB would be providing to vulnerable customers and stated that his principal concern was for the staff employed in the Bearwood branch. He asked what steps TSB had taken to secure their employment.

The local Citizens Advice thanked us for our update and informed us they would share the information with local teams.

**Smethwick
Bearwood is
closing on
3 November
2020**

**The closest
branch is
Smethwick,
Cape Hill**

**Your account
details will
stay the same**

What we've done

We informed the councillor that we would be focused on helping customers adjust to the closure of the branch, particularly the most vulnerable. We also confirmed that we were working closely with affected Partners to find alternative roles within the bank. We assured him that we had consulted fully with both of our recognised unions, Unite and Accord, ahead of the announcement.

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 **01213 079 990*** 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 Smethwick, Cape Hill branch at 63/65 Cape Hill, Smethwick, B66 4SF, and you can call us on **01213 079 984***.

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

*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.

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.