



Supporting the needs of all our customers

If you have a current account with us, this table shows the key ways of supporting you when you need us.

How we can help you if you are experiencing money worries

Dealing with the unexpected.	We have developed a number of guides ranging from managing money and debt, to dealing with difficulties.	Dealing with Difficulties
Additional help and support.	Talk to one of our Partners if you are experiencing any financial difficulties.	For guidance call us on 0345 609 9283 Our lines are open 8am to 9pm Monday to Friday, 8am to 8pm on Saturdays and 10am to 8pm on Sundays. Managing Financial Stress To book an appointment, contact your local branch using the Branch Locator

How we can help you deal with a major life event

Contacting us.	You can speak with one of our Partners over the phone.	Call us on 03459 758 758 Our lines are open from 7am to 11pm, 7 days a week.
Specialist Support.	We have specially trained Partners in branch who can provide support and guidance to help with any major life events you may experience.	To book an appointment, contact your local branch using the Branch Locator
Bereavement.	We have specially trained bereavement Partners in branch. We've provided an overview of how this works and useful contacts.	Support with bereavement
Other life events.	We have developed some guidance on redundancy and what to do next.	Support with redundancy
	For mortgage problems, there are a variety of options for you.	Support with mortgage difficulties

How we can help you manage your day-to-day money better

Helping you understand your money.	We have guides for borrowing sensibly and saving well.	Borrowing sensibly Saving well
Helping you develop your financial skills.	We have a guide to help you with budgeting.	Budgeting

Support you may find useful if you have a disability or a physical or mental health condition

Accessing cash.	<p>TSB Partners can help you withdraw cash over the counter.</p> <p>Our cash machines have a raised dot on number 5 on the keypad to identify surrounding keys and have audio capability for blind and partially sighted customers.</p>	To book an appointment, contact your local branch using the Branch Locator
Using your account.	<p>We have cheque book templates to simplify cheque writing.</p> <p>You can request a Chip & Signature card if you have difficulty remembering PINs or difficulty using PIN pads.</p>	Call a Partner on 03459 758 758 . Our lines are open from 7am to 11pm, 7 days a week.
Accessing information.	<p>We provide a guide for visually impaired customers to make it easier to use our website.</p> <p>We offer statements and leaflets in large print and Braille.</p>	Visual impairment support
Allowing someone else to help you use your account.	<p>You can set up access on your account to allow other people to make transactions on your behalf.</p> <p>This can be done in branch.</p>	To book an appointment, contact your local branch using the Branch Locator
Ways to interact with us.	<p>All our telephony services offer BT TextDirect.</p> <p>You'll also find induction loops in our branches.</p>	To book an appointment, contact your local branch using the Branch Locator

Can't find what you're looking for? For servicing queries call us on **03459 758 758**

Information about the Financial Conduct Authority Service Quality Indicators for Personal Current Accounts can be found at [FCA Service Quality Indicators](#).

The Competition and Markets Authority also requires us to publish service information about our current accounts. This can be found on the [Current Accounts Service Quality](#) page.