

# Tain Branch Community Engagement



## We're closing our Tain branch on 10 June 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](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, Jamie Stone
- The office of the local MSP, Gail Ross
- The offices of the regional MSP, Donald Cameron
- The offices of the regional MSP, John Finnie
- The offices of the regional MSP, Rhoda Grant
- The offices of the regional MSP, Jamie Halcro Johnston
- The offices of the regional MSP, Edward Mountain
- The offices of the regional MSP, David Stewart
- The offices of the regional MSP, Maree Todd
- The councillors for the Tain and Easter Ross ward
- The Local Chamber of Commerce
- The Local Federation of Small Businesses
- The Post Office®
- The Lending Standards Board

### What feedback we received

An MSP wrote to TSB to inform us that she felt it was very disappointing and concerning that the bank is closing the Tain branch. She said that banks pulling out of rural areas of the Highlands and Islands would leave vulnerable customers and small businesses in a difficult position. She stated that criminals are targeting some small businesses in rural areas as businesses were depositing cash less regularly due to branch closures. The MSP requested that TSB ensure that elderly and vulnerable customers, as well as small businesses are not left disadvantaged by its decision to close the branch and also asked what steps TSB would take to ensure small businesses are kept safe in the future.

**Tain is  
closing on  
10 June 2020**

**The closest  
branch is  
Dingwall**

**Your account  
details will  
stay the same**

## What we've done

We assured the local MSP that our focus is on ensuring that those personal customers and businesses most impacted by the closure, particularly the most vulnerable and those that use the branch regularly, are given the support they need to continue to access banking services. We outlined the steps that were planned to support local customers, including workshops and one-to-one sessions. We also provided information on the size of our business banking customer base at Tain and the way those businesses use the Tain branch and other branches. We informed the MSP that only five businesses use the bank on a regular weekly basis and that we would ensure that they are given the support they need.

## 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](https://tsb.co.uk/mobile)
- Internet Banking – visit [tsb.co.uk/online-banking](https://tsb.co.uk/online-banking) to create your account
- Telephone Banking – visit [tsb.co.uk/help/telephone-banking](https://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](https://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 **01862 245 999\*** 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 Dingwall branch at 8 Tulloch Street, Dingwall, IV15 9JZ, and you can call us on **01349 625 999\***.

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## Other ways to bank with us

### Personal Customers



[tsb.co.uk/online-banking](https://tsb.co.uk/online-banking)  
Register for Internet Banking



[tsb.co.uk/mobile](https://tsb.co.uk/mobile)  
Mobile Banking App

### Business Customers



[tsb.co.uk/business/internet-banking](https://tsb.co.uk/business/internet-banking)  
Register for Internet Banking



[tsb.co.uk/business/business-banking-app](https://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)

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\*Telephone number available during usual branch opening hours. This branch may close at lunchtime, for details please check on [tsb.co.uk/branch-locator](https://tsb.co.uk/branch-locator)

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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](https://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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