

Coventry, Walsgrave Road Branch Community Engagement



We're closing our Coventry, Walsgrave Road branch on 23 April 2020.

In our Branch Review we've published details of how we've decided to close this branch and the local information we've gathered about the area. This was shared with our Partners and customers. 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 everyday banking alternatives.

- The office of the local MP, Coleen Fletcher
- The councillors for the Upper Stoke ward
- Local Chamber of Commerce
- Local Federation of Small Businesses
- Local Citizen's Advice Bureau
- Post Office®
- Lending Standards Board

What feedback we received

A local councillor expressed disappointment at the closure of the branch and requested a phone call to discuss the matter and TSB's plans for the property.

**Coventry,
Walsgrave
Road is
closing on
23 April 2020**

**Your closest
branch will be
Coventry, High
Street**

**Your account
details will
stay the same**

What we've done

A TSB partner spoke with the local councillor over the telephone. The call centred on the issue of the future of the premises. The councillor asked for an update regarding TSB's plans for the property and expressed an interest in it being used by the local community. TSB updated the councillor informing him that the property was a freehold property and that it would be sold on a commercial basis. TSB informed the councillor that this is company policy as disposing of properties below market value could undermine the value of other properties in the area.

Partners have been talking with customers about the closure, in particular those customers who need additional support with the changes; answering questions, discussing concerns and giving advice on alternative travel arrangements and how they can get to other branches and alternative cash machines.

We'll be running workshops for all customers, which will cover:

- alternative ways for day-to-day banking
- how you can use your local Post Office® and the services available
- fraud awareness and how to stay safe and protect yourself and others
- support with bereavement or caring for a relative
- demonstrations on how to register for and use online, mobile and telephone banking

You can book a private appointment if you'd prefer which will cover everything included in the workshops.

If you'd like to book an appointment or workshop, or have any questions about the changes, including accessibility in your nearest branch, come in and see us before we close. Or you can call us on **02477 079 997***.

Once this branch has closed, you can visit us at Coventry, High Street branch at 15 High Street, Coventry, CV1 5RD, or call us on **02476 257 439***.

Other ways to bank with us

Personal Customers



[tsb.co.uk](https://www.tsb.co.uk)
Register for Internet Banking



0345 975 8758
Call a TSB Partner



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



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

Business Customers



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



0345 835 3858
Call a TSB Partner

*Lines open during branch opening hours.

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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://www.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 7am to 11pm, 7 days a week).

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).

Not all Telephone Banking services are available 24 hours a day, seven days a week. Please speak to a Partner for more information. 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 **+44 203 284 1575**.

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