

# Whitmore Reans Branch Closure Review



We're continuing our £250 million investment in our branches and digital services, to make sure we have the right number of branches in the right place, with the right services for our customers. We'll be improving some branches, closing others and opening new ones.

Since we launched TSB in September 2013, we've learned a lot about our customers and we know that the way you want to bank with us is changing. So we're making changes in our branches to offer better digital technology, and our Partners will always be on hand to help when only face-to-face will do.

As part of this plan, and following a careful and full review, we'll be closing Whitmore Reans branch in November. There are a number of other branches you can visit, the closest one is Queen Street, Wolverhampton. This summary will tell you more about our review.

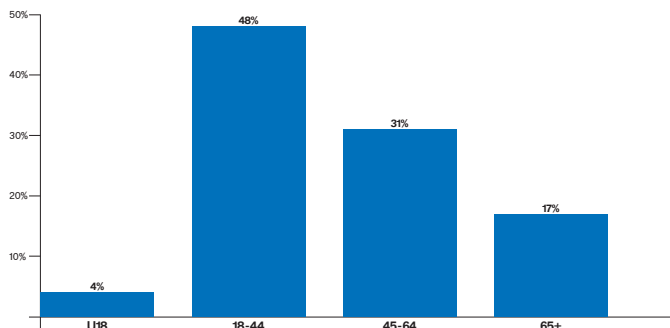
## Whitmore Reans branch information

Branch opening hours	Address
Monday 09:00 – 17:00	21 Bargate Drive
Tuesday 09:00 – 17:00	Whitmore Reans
Wednesday 09:00 – 17:00	Wolverhampton
Thursday 09:00 – 17:00	West Midlands
Friday 09:00 – 17:00	WV6 0QW
Saturday Closed	
Sunday Closed	

## Whitmore Reans branch facilities

0	2	0
ATMs available inside the branch	ATMs available outside the branch	Immediate Deposit Machines

## Age of Whitmore Reans customers



## How customers use Whitmore Reans branch

n/a	3%	49%
no change in number of customers using the counter versus a year ago	decrease in ATM cash withdrawals versus a year ago	increase in online and mobile banking by branch customers

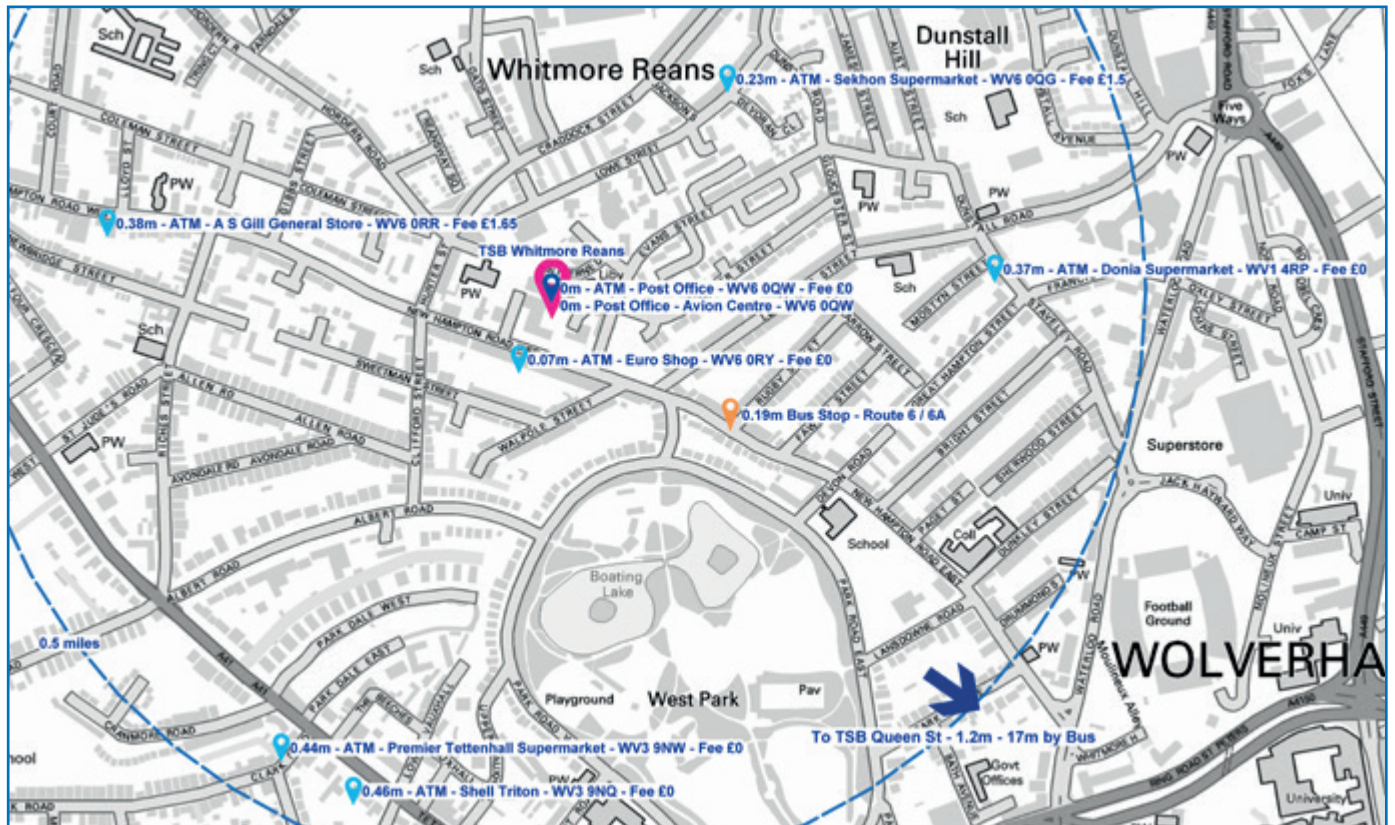
## Whitmore Reans branch personal customers bank with TSB in many other ways

83%	68%	17%	35%
use another TSB branch, online and mobile banking or telephone banking	use another TSB branch as well as Whitmore Reans branch	only use Whitmore Reans branch	also use the Post Office®

## Whitmore Reans branch business customers

2%	79%
of branch customers have business accounts	used at least one other TSB branch

## Your closest banking alternatives from TSB Whitmore Reans branch:



Queen Street	Opening hours	Distance from Whitmore Reans branch	How do I get to Queen Street branch	How do I get to Queen Street branch	How do I get to Queen Street branch
2 Queen Street Wolverhampton West Midlands WV1 3JX	Monday 09:00 – 17:00 Tuesday 09:00 – 17:00 Wednesday 09:00 – 17:00 Thursday 09:00 – 17:00 Friday 09:00 – 17:00 Saturday 09:00 – 16:00 Sunday Closed	0.9 Miles	17 minutes By Bus	n/a By Train	n/a By Tram

TSB Branch
 Distance Rings
 Post Office
 ATM
 Bus Stop
 Tram Stop
 Train Stop

## You can do your banking in many other ways

### If you're a personal customer



tsb.co.uk



tsb mobile banking app



0345 975 8758

### If you're a business customer



tsb.co.uk/business



0345 835 3858

If you're not already registered for online banking, go to [tsb.co.uk](https://tsb.co.uk) to find out more.

## Your closest Post Office®

If you're a personal banking customer, you can also use any Post Office® branch to:

- withdraw money
- check your balance
- pay in cash and cheques to your account

### Address

Avion Centre  
Whitmore Reans  
Wolverhampton  
West Midlands  
WV6 0QW

0.16 miles from  
Whitmore Reans branch

### Opening hours

Monday 09:00 – 17:30  
Tuesday 09:00 – 17:30  
Wednesday 09:00 – 17:30  
Thursday 09:00 – 17:30  
Friday 09:00 – 17:30  
Saturday 09:00 – 17:30  
Sunday Closed

All distances quoted are approximate, based on the postcodes shown. Post Office® is a registered trademark of Royal Mail. For more information about our decision to close this branch, please visit [tsb.co.uk/investors/our-branch-programme](https://tsb.co.uk/investors/our-branch-programme)

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# Whitmore Reans Branch Closure Review



## Community Engagement

TSB has been engaging with local stakeholders about the impact of the closure of the Whitmore Reans branch on the local community.

### Who we spoke to:

- The local Member of Parliament, Rob Marris MP
- Representatives of St Peter's Council Ward
- Black Country Chamber of Commerce
- Local Federation of Small Businesses
- Local Citizens Advice Bureau

### What we heard:

- TSB was asked about the impact the closure could have on the Avion Centre.
- TSB was questioned about access to banking services in the area and the distance to TSB's closest branch.
- TSB was also asked about the accessibility of the closest alternative branch for customers and small businesses, including what parking facilities would be available.
- Stakeholders also questioned the level of job losses as a result of the closure.

### What we've done to help customers with the changes:

- We have written to all of our Whitmore Reans customers to provide them with information on the location of their nearest TSB branch on Queen Street and to let them know about alternative ways to bank with TSB.
- We are displaying important information on posters in the Whitmore Reans branch to let customers know about the banking options that are available to them.
- Our Partners in our Whitmore Reans branch are discussing customers' questions and concerns, providing advice on alternative arrangements, including parking near our Queen Street branch and the location of nearby ATMs. They are taking extra care to help our most vulnerable customers with the transition.
- Partners are also helping customers use and register for online, mobile and telephone banking.
- Our Whitmore Reans customers will shortly be able to benefit from the newly refitted branch on Queen Street, which will provide more face-to-face meeting spaces, better banking technology and more TSB Partners on hand to help.
- TSB also has an arrangement with the Post Office. Personal customers are able to use the local branch, located in the Avion Centre, to check their balance, make cash withdrawals and cash and cheque deposits.
- We will not be making any redundancies as a result of this decision.