

Hull, Willerby Branch Community Engagement



We're closing our Hull, Willerby branch on 12 May 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, David Davis
- The councillors for the Willerby and Kirk Ella ward
- Local Chamber of Commerce
- Local Federation of Small Businesses
- Local Citizens Advice Bureau
- Post Office®
- Lending Standards Board

What feedback we received

The local MP wrote to TSB to complain that the fall in transaction figures TSB quoted represented a minor fall and stated that he did not feel that this justified the closure. He asked what plans TSB had to help support the local community, for example by maintaining cash machines and making services available through the Post Office®. He highlighted his past interest in the issue and stressed the need for banks to consider the wider public interest when making decisions about closures. In a second letter the local MP asked if TSB could make guarantees that the cash machines in close proximity to the branch would continue to be available in the future. He stressed that travelling to alternative branches was not viable for some of his elderly constituents and asked what assessments we had made about the impacts the closure would have on local residents. He also stressed that it was important to take into account the needs of customers who aren't regular users of the branch but who nonetheless use the branch to meet their needs on a less frequent basis. He urged TSB to reconsider its decision to close the branch.

**Hull, Willerby
is closing on
12 May 2020**

**Your closest
branch will be
Hull, Hessle**

**Your account
details will
stay the same**

What we've done

We wrote to the local MP explaining that the Willerby footfall is now so low that the branch is not viable for TSB to maintain with just 20 regular customers on a weekly basis. We informed the MP that as part of the review of the branch network, and assessment of the needs of customers, we considered issues such as proximity to other banks, cash machines and the Post Office®. We informed the MP of the Link's community Access to Cash Delivery fund which helps provide access to cash solutions where there is a local need. We also outlined the details of the six bespoke workshops that would be carried out in branch to support customers to continue to bank with TSB, and we informed the MP where we are unable to meet a customer's needs we will help them switch provider.

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 **01482 759 995***.

Once this branch has closed, you can visit us at Hull, Hessle branch at The Weir, Hessle, Hull, HU13 0SA, or call us on **01482 759 996***.

Other ways to bank with us

Personal Customers



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



0345 975 8758
Call. TSB Partner



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



Find. 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. TSB Partner

*Lines open during branch opening hours.

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](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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