

Winslow Branch Community Engagement

We're closing our Winslow branch on 21 April 2021.

In our Branch Review we've published details of this closure and how we can support you through the changes and the alternative services you can use. 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 banking alternatives. Visit postoffice.co.uk/branch-finder for more information.

- The office of the local MP, Greg Smith
- The Leader and Chief Executive of Chiltern Council
- The councillors for the Winslow Ward
- Representatives from the local community campaign group
- Local Chamber of Commerce
- Local Federation of Small Businesses
- Local Citizens Advice Bureau
- Post Office®
- Lending Standards Board

What feedback we received

A number of local representatives including the local MP responded to our engagement. The local community and MP expressed their concern about the planned closure. They stressed that they felt that the local Post Office® was not an adequate solution for local people in terms of meeting their cash needs and shared past correspondence with the Post Office® highlighting issues and concerns. They did not feel that the assurances we had had from the local Post Office® were credible. The group felt that TSB's plans to introduce a mobile adviser to the area, to ensure residents could access face to face banking, were insufficient as the adviser would not be able to handle cash. The group made proposals to offer the use of a local facility which they believed had the necessary facilities to enable TSB to offer a cash service. The group shared a petition with TSB against the branch closure. The group raised concerns about the duration of our engagement with them, said they felt little progress had been made over this time, and asked TSB to postpone the closure of the branch.

Winslow is
closing on
21 April 2021

The closest
branch is
Aylesbury

Your account
details will
stay the same



What we've done

TSB has met with the group, including the local MP and councillors, on three occasions and has exchanged numerous emails. We explained the rationale for our decision and the ways we are supporting customers ahead of the branch closures. TSB sought further assurances from the local Post Office® that they were able to handle additional demand. TSB is establishing a mobile adviser in Winslow, by telephone until Covid-19 restrictions allow, to provide continued face to face banking services to the Winslow community. Customers are also being supported to access telephone and online banking services.

TSB considered the principle of a cash service offered by a mobile adviser but felt there were significant challenges in terms of safety and cost that could not be overcome. TSB reviewed the proposal to create a cash service in the local facility.

TSB continues to engage with the local community ahead of the closure.

We're here to help

We're here to support customers through the changes, especially those 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 Banking App – download from your phone at tsb.co.uk/mobile
 - Internet Banking – visit tsb.co.uk/online to create your account
 - Telephone Banking – visit tsb.co.uk/telephone to bank over the phone using our automated service
- We're now able to support you with many services without the need to visit a branch. If you would like help with any of these services, please get in touch. You can talk to us online at tsb.co.uk/contact-us or call us on **01296 899 998***. If you'd prefer, we can book a face to face appointment to talk through all the ways we can support you, including:

- how to register for mobile, online and telephone banking
- banking with a trusted friend or family member
- 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 Aylesbury branch at 1-3 Market Street, Aylesbury, HP20 2PN, and you can call us on **01296 399 022***.

There are a large number of other branches you can visit, to find the one most convenient for you, please go to tsb.co.uk/branch-locator

*Telephone number available during usual branch opening hours. Details correct at time of print. This branch may close at lunchtime, for more information on opening hours go to tsb.co.uk/branch-locator
For more information about this closure, please visit tsb.co.uk/our-branches
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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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