

Keynsham

Branch Community Engagement summary.

We're closing our Keynsham branch on 2 May 2023.

What you need to know.

In our Branch Review we've published details of this closure, how we can support you through the changes and other ways you can bank with us. You can read 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 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 summary explains who we contacted in the local community and any feedback we received about the closure.

Who we contacted.

We've shared key information on this closure with the members of the local community shown below. This included how customers' use of the branch has changed, what other TSB branches are nearby, and how we're working with the Post Office® to provide other ways to bank with us. Visit tsb.co.uk/postoffice for more information.

- The office of the local MP, Jacob Rees-Mogg
- The leader and CEO of Bath and North East Somerset Council
- The councillors for the Keynsham North Ward
- Local Chamber of Commerce
- Local Federation of Small Businesses
- Local Citizens Advice Bureau
- Post Office®
- Lending Standards Board

What feedback we received.

The MP's office and other local stakeholders were updated on the usage of this branch and the support available for customers before and after the closure, and the alternative ways customers can continue to bank with TSB. Any feedback we receive between publishing this summary and the branch closure date will be updated and included in this document.

We've had two complaints from personal banking customers who said that they were unhappy that the branch is closing. We spent time exploring the alternative ways the customers could bank with us.

Our Keynsham branch closes on 2 May 2023.

The closest branch is our Bedminster branch.

Talk to us about these changes at tsb.co.uk/help



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:

Personal banking customers.	Business banking customers.
 Visit tsb.co.uk/mobile to download from your phone.	 Visit tsb.co.uk/business/mobile to download from your phone.
 Visit tsb.co.uk/online to create your account.	 Visit tsb.co.uk/business/online to create your account.
 Call 03459 758 758 to set up and bank over the phone.	 Call 0345 835 3858 to set up and bank over the phone.

If you're unable to travel, we can support you with many services without visiting a branch. If you'd like more support, or would like to talk to us about these changes, visit tsb.co.uk/help or call our Keynsham branch on **01179 989 997**.* We will do what we can to tailor our support to your individual needs. There's more information on how we can support you at tsb.co.uk/support

If you'd prefer, we can book video, telephone or face-to-face appointments 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 Bedminster branch at 125 East Street, Bedminster, Bristol, BS3 4ER, and you can call us on **01179 989 998**.*

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

Details correct at time of print.

*Telephone number available during usual branch opening hours. 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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Need some extra help to do your banking? This might be due to physical or mental wellbeing or a life event. We're here to support you. Let us know what you need by calling **03459 758 758** (lines are open from 8am to 8pm, 7 days a week), chat to us in the Mobile Banking App, or visit us in branch. Or if you're a business banking customer call us on **0345 835 3858** (lines are open 8am to 6pm Monday to Friday, 9am to 2pm Saturday).

This information is available in large print, braille and audio. Ask in branch or call us on **03459 758 758** (lines are open from 8am to 8pm, 7 days a week). Or if you're a business banking customer call us on **0345 835 3858** (lines are open 8am to 6pm Monday to Friday, 9am to 2pm Saturday).

If you have a hearing or speech impairment you can call us using the National Relay UK service. Type '18001' before entering our telephone number. A member of the Royal National Institute for Deaf People will join the call to speak with us as you send and receive text messages. Please visit www.relayuk.bt.com to read how they manage your data.

The opening hours of our Telephone Banking advisor services are 8am to 8pm Monday to Sunday. Our lost and stolen card and fraud reporting lines are open 24/7. For business banking customers our normal call centre times are 7am to 8pm Monday to Friday, 9am to 2pm Saturdays. Due to Covid-19 they have reduced temporarily.

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. Calls may be monitored or recorded. TSB Bank plc Registered Office: Henry Duncan House, 120 George Street, Edinburgh EH2 4LH. Registered in Scotland No. SC95237. Authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority. Registration No. 191240.