

Lerwick

Branch Community Engagement summary.

We're closing our Lerwick branch on 10 September 2024.

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, Alistair Carmichael
- The office of the local MSP, Beatrice Wishart
- The leader of Shetland Islands Council
- The local councillors for Lerwick North and Bressay Ward
- The local Post Office
- The local Citizens Advice Service
- The local Federation of Small Businesses
- The local Chamber of commerce

What feedback we received.

TSB was engaged by MSP and Council to discuss concerns about the impact of the closure on vulnerable customers and those who wish to do their banking in person. The Chief Executive of the Council sought assurances on whether there would be any job losses a result of the closure.

What we've done.

TSB explained our plans to launch a TSB pop-up service in the community which will be open three days per week and we will look to redeploy as many colleagues as possible into other roles.



Need extra support? We can help.

There are many reasons you may need us to work with you differently, either now or in the future. You may need extra support with your wellbeing, a life event, or because you find yourself in a vulnerable situation. If you're not able to travel to a TSB branch, and you'd like more support with your banking, or you'd like to chat to us about these changes, you can:

- Chat to us online at tsb.co.uk/help
- Call us on **03459 758 758** if you're a personal banking customer
- Call us on **0345 835 3858** if you're a business banking customer

What other ways can you bank with TSB?

If you would like the convenience of not travelling to a branch, there are lots of other ways you can bank with us. And you can still have the reassurance of someone to talk to face-to-face when you want to.

Manage your everyday money. Check your balance, make payments, pay in cheques, or chat to us 24/7 quickly, easily and securely online.	Chat to us about the bigger things. Our Money Confidence Experts are ready to chat to you about achieving your goals or helping with money challenges using our Video Banking service.	Get cash out or pay money in. To get cash you can use any high street bank cash machine, Post Office, Banking Hub, TSB branch, Pod or Paypoint free of charge. You can pay in cash or cheques at any TSB branch or Post Office.
Find out more about Mobile Banking at tsb.co.uk/mobile or tsb.co.uk/business/mobile	You can book a Video or Telephone Banking appointment 7 days a week, Monday – Friday 8am to 8pm, Saturday 9am to 5pm and Sunday 10am to 2pm.	Find a TSB branch, Pod or Banking Hub at tsb.co.uk/branch-locator Find a Post Office at tsb.co.uk/postoffice or tsb.co.uk/business/postoffice
Find out more about Internet Banking at tsb.co.uk/online or tsb.co.uk/business/online	Find out more and book an appointment at tsb.co.uk/appointments	Find a Paypoint at link.co.uk/cashatthetill

Worried about something? Get in touch now.

When it can't wait, maybe because you're worried about fraud, have a problem with a card or payment or a money challenge, our contact centre teams are on hand to help. You can chat to us online using our mobile banking app at tsb.co.uk/help or call us on **03459 758 758**, or if you're a business customer **0345 835 3858**.

We're still here to support you.

If you'd like more support, or would like to talk to us about these changes, visit tsb.co.uk/help or call our Lerwick branch on **01595 300 998**.* There are lots of different ways we can help you with your banking including:

- How to register for mobile, online and telephone banking.
- Banking with a trusted friend or family member.
- Support with bereavement.
- Fraud prevention.
- Business banking.
- The local Post Office services available.

If we can't find you an alternative that meets your needs, we will help you switch to an alternative banking provider. Once this branch has closed, the nearest will be Aberdeen, St Nicholas branch at 7-21a St Nicholas Street, Aberdeen, AB10 1HE, and you can call us on **01224 369 984**.*

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 branch opening hours.

Post Office information correct at time of print, please check for your convenience.

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**, chat to us in the Mobile Banking App, or visit us in branch. 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 customer **0345 835 3858** (lines are open Monday to Friday 8am to 6pm, Saturday 9am to 2pm).

If you have a hearing or speech impairment you can call us using the 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.

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 **+44 203 284 1575** or **+44 203 284 1576**, or if you're a business customer **+44 203 284 1576**. 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 under Registration No. 191240.