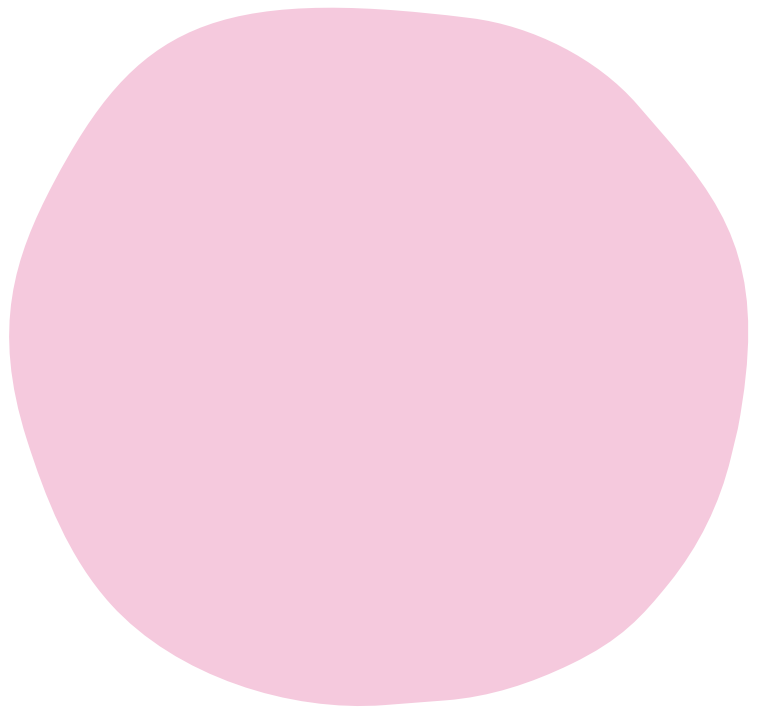




# Branch Review



# Kirkwall Branch Review.

Our branch at Kirkwall is closing on 24 May 2023.



## What you need to know.

The way customers bank with us is changing with over 90% of transactions now being made digitally. Over 2.2 million of our customers now choose to bank online, and over 1.8 million use our Mobile Banking App. Customers are also choosing other ways to bank with us, with 70% using services at our cash and self-serve machines and 28% using a Post Office®. We have had over 2 million conversations with our customers through our online chat service and our customers continue to use our video and telephone banking services. And we now have Mobile Money Confidence Experts in 45 communities across the country.

We remain committed to face-to-face services through a branch network that covers the whole country. Over 90% of our customers are within a 20 minute drive to their closest branch, or the location of a Mobile Money Confidence Expert. We need to make sure our branches meet the current and future needs of our customers. So we've looked carefully at our Kirkwall branch at 1 Broad Street, Kirkwall, KW15 1HE and how it is used, and we've taken the decision to close it.

We know there will be customers in our Kirkwall branch, who still want a face-to-face service from us. So we're opening a new pop-up at an accessible location, to help with most of your banking needs, including:

- Support with managing your money.
- Internet and Mobile Banking trouble shooting.
- Managing finances if you've suffered a bereavement.
- Help with general product enquiries.

For more information on our pop-up please visit [tsb.co.uk/pop-up](https://tsb.co.uk/pop-up)

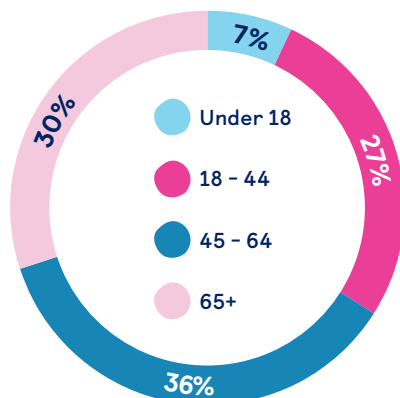
Below is a summary of some information we've gathered about how our customers use our Kirkwall branch.

<b>70%</b> of our personal customers now use mobile, online or telephone banking	<b>62%</b> of our personal customers use services at our cash and self-serve machines	<b>20%</b> of our personal customers also use the Post Office®	<b>95%</b> of our personal customers use this branch and hold a debit or ATM card
<b>77%</b> of our business customers now use mobile, online or telephone banking	<b>10%</b> of our business customers using services at our cash and self-serve machines	<b>6%</b> of our business customers also use the Post Office®	<b>77%</b> of our business customers use this branch and hold a debit or ATM card

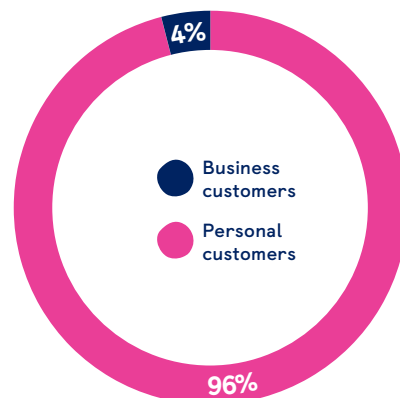


## About our Kirkwall branch customers.

### Age of our branch customers.



### Customers visiting our branch.



### How customers are banking with us.

73% of our personal customers, and 78% of our business customers visiting this branch also use another TSB branch or channel.

3 customers visit this branch on a regular basis. Of these customers 1 also uses other branches or channels.





## What this change means for you.

Your products and account details won't change.

There are a number of other branches you can visit, including Inverness below, which is 152 miles away from the closing branch. To find the branch most convenient for you, please go to [tsb.co.uk/branch-locator](https://tsb.co.uk/branch-locator)

### About Kirkwall branch.

#### Address

1 Broad Street, Kirkwall, KW15 1HE  
Telephone number 01856 604 999\*

#### Opening times\*

Monday	9.30am – 4.30pm
Tuesday	9.30am – 4.30pm
Wednesday	10.00am – 4.30pm
Thursday	9.30am – 4.30pm
Friday	9.30am – 4.30pm
Saturday	Closed
Sunday	Closed

### About Inverness branch.

#### Address

2/4 Inglis Street, Inverness, IV1 1HN  
Telephone number 01463 399 998\*

#### Opening times\*

Monday	9.00am – 5.00pm
Tuesday	9.00am – 5.00pm
Wednesday	10.00am – 5.00pm
Thursday	9.00am – 5.00pm
Friday	9.00am – 5.00pm
Saturday	9.00am – 1.00pm
Sunday	Closed

\*Telephone number available during usual branch opening hours. Counter service hours may be different from the branch opening hours and some branches may close at lunchtime. If you need to visit a branch, please check the opening hours at [tsb.co.uk/branch-locator](https://tsb.co.uk/branch-locator)

Cash machine inside	Cash machine outside	Counter service	Cash machine inside	Cash machine outside	Counter service
Self-serve deposit machine inside	Self-serve deposit machine outside	Wheelchair access	Self-serve deposit machine inside	Self-serve deposit machine outside	Wheelchair access

### How to get to the Inverness branch.

You can drive to this branch from our closing branch in:

**4 hours 20 minutes**

You can get to this branch on public transport:

**No**

Free parking is available near this branch:

**Yes**

There is a Ferry service from St Margaret's Hope to Gills Bay.

For more information on how we've worked out the travel time, please see our 'Further Information' section.

You can also use our Elgin branch at 12 Commerce Street, Elgin, IV30 1BS.

You can find out more about all the ways you can bank with us in our handy guide at [tsb.co.uk/our-branches](https://tsb.co.uk/our-branches)

Broadband coverage is available in the surrounding area of the closing branch so you can bank online.



## Access to cash.

Here are the closest free cash machines to our Kirkwall branch:

Under 0.1 miles, Clydesdale Bank, 3 Broad Street, Kirkwall, KW15 1DH

Under 0.1 miles, Santander, 22 Albert Street, Kirkwall, KW15 1HL

Under 0.1 miles, Bank of Scotland, 56 Albert Street, Kirkwall, KW15 1HJ

0.3 miles, Tesco, 18 Pickquoy Road, Kirkwall, KW15 1RP

Under 0.1 miles, RBS, 1 Victoria Street, Kirkwall, KW15 1DP

11.4 miles, Co-op, Petrol Dounby, Kirkwall, KW17 2HT

Cash machine information taken from the LINK website and correct at time of print.







### Cashback without purchase.

You can get cash at the till at over 8,000 convenience stores across the UK. So where you see a Paypoint logo you'll be able to get cashback without making a purchase. For more information go to [link.co.uk/cashatthetill](https://link.co.uk/cashatthetill)



## 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 <a href="https://tsb.co.uk/mobile">tsb.co.uk/mobile</a> to download from your phone.	 Visit <a href="https://tsb.co.uk/business/mobile">tsb.co.uk/business/mobile</a> to download from your phone.
 Visit <a href="https://tsb.co.uk/online">tsb.co.uk/online</a> to create your account.	 Visit <a href="https://tsb.co.uk/business/online">tsb.co.uk/business/online</a> to create your account.
 Call <b>03459 758 758</b> to set up and bank over the phone.	 Call <b>0345 835 3858</b> to set up and bank over the phone.

We'll be on hand to talk you through all the ways we can support you, including:

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

There are other ways to chat to us too:

Online Chat Service - visit [tsb.co.uk/help](https://tsb.co.uk/help)

Video and telephone appointments - visit [tsb.co.uk/appointments](https://tsb.co.uk/appointments)

Mobile Money Confidence Experts - visit [tsb.co.uk/pop-up](https://tsb.co.uk/pop-up)

If we cannot offer you an alternative way to bank with us that meets your needs, we will help you switch to an alternative provider. We will identify, and address, the needs of our vulnerable and branch reliant customers in accordance with the FCA finalised guidance on branch closures (FG22/6) dated 10/2022 and we will continue to follow the principles of the LSB guidance on Access to Banking Standard dated 03/2022.

## Services at your Post Office®.

You can use most Post Office® branches for the following services:

As a personal banking customer, you can use most Post Office® branches to:

- Withdraw up to £200 if you have an ATM card.<sup>^</sup>
- Withdraw up to £500 with a debit card.<sup>^</sup>
- Check your balance.
- Pay<sup>†</sup> in cash and cheques to your account.

As a business banking customer, you can use most Post Office® branches to:

- Withdraw cash using your business debit card.<sup>^</sup>
- Check your balance.
- Pay<sup>†</sup> in cash and cheques to your account.
- Exchange cash using the Post Office® Change Giving service.

<sup>^</sup> Individual debit card cash machine withdrawal limits will apply. You may need to make multiple withdrawals to reach your card limit.

<sup>†</sup> Cash deposit limits will apply. You can deposit cash using your debit card and PIN, or a pre-printed pay-in slip and TSB branded envelope. To deposit cheques a pre-printed slip and TSB branded envelope is required.

### Post Office® branches nearby.

15 Junction Road, Kirkwall,  
Orkney, KW15 1DD

0.1 miles from Kirkwall branch



8 Hermaness, Kirkwall,  
Orkney, KW15 1XA

0.8 miles from Kirkwall branch



These are the closest Post Office® branches to our closing branch with wheelchair access. To find other Post Office® branches and check opening times and services, visit [tsb.co.uk/postoffice](https://tsb.co.uk/postoffice)

Post Office® information correct at time of print, please check for your convenience. Post Office® is a registered trademark of Royal Mail.

## Banking Hubs.

Banking Hubs have started to open across the UK, so that vital cash and banking services can be provided where they are needed most. A Banking Hub operates in a similar way to a branch and the counter service is run by the Post Office®. TSB customers can withdraw and deposit cash, make bill payments and other transactions.



## How we made our closure decision.

Before we reach a decision to close a branch, as part of our commitment to the Access to Banking Standard, we carry out a full local analysis to understand the impact the closure may have on the community, which includes:

- How customers use the branch now.
- The current in-branch services available.
- Local banking alternatives such as Post Office® branches.
- Other ways our customers choose to bank with us.
- How customers use of the branch has changed over time.
- The impact on customers who may need extra support.
- Whether we own or lease the branch building.
- The public transport services available in the area.

We will talk with key members of the local community shown below about the closure. We'll publish details of any feedback we've received in our Community Engagement summary six weeks before the closure. To read a copy of this Branch Review online, and our Community Engagement summary, visit [tsb.co.uk/our-branches](https://tsb.co.uk/our-branches)

### Who we will contact about the closure:

- The office of the local MP/MSP.
- The councillors for the ward.
  - The Chief Executive of the local council.
  - The leader of the local council.
- Local Chamber of Commerce.
- Local Federation of Small Businesses.
- Local Citizens Advice Bureau.
- Post Office®.
- Age UK.
- Carers UK.
- Lending Standards Board.

We have referred our closure to the Access to Cash Action Group, an independent body tasked with ensuring long-term cash availability across the UK, and the needs of the local community have been assessed by LINK. The alternative ways to bank that we have available for local customers or customers who travel to use this branch is considered to be suitable.

To find out more about the Access to Banking Standard, visit [lendingstandardsboard.org.uk/access-to-banking-standard](https://lendingstandardsboard.org.uk/access-to-banking-standard)

## Further information.

Access to Banking Standard.	The Standard, overseen by the Lending Standards Board, aims to help minimise the impact of branch closures on customers and local communities. For more information go to <a href="https://lendingstandardsboard.org.uk/access-to-banking-standard">lendingstandardsboard.org.uk/access-to-banking-standard</a>
Access to Cash Action Group.	The Access to Cash Action Group, of which TSB Bank is a signatory, protects access to cash long-term across the UK. For more information go to <a href="https://ukfinance.org.uk/area-of-expertise/personal-finance/access-cash-action-group">ukfinance.org.uk/area-of-expertise/personal-finance/access-cash-action-group</a>
Percentage of transactions that are being made digitally across TSB.	93% of transactions are being made across internet or mobile banking between November 2021 and October 2022.
Customers choosing to bank online across TSB.	Total number of personal and business customers who have used internet banking between November 2021 and October 2022.
Customers that use our mobile app across TSB.	Total number of personal and business customers who have used mobile banking between November 2021 and October 2022.
Percentage of customers using services at our cash and self-serve machines across TSB.	Total percentage of personal and business customers who used a TSB cash machine, immediate deposit machine or multi-functional device between November 2021 and October 2022.
Percentage of customers using the Post Office® across TSB.	Total percentage of personal and business customers who used the Post Office® between November 2021 and October 2022.
Chat Service conversations across TSB.	Total number of online conversations with customers through our chat service between January 2021 and October 2022.
Percentage of customers who live within a 20 minute drive of a TSB branch or point of presence across TSB.	Total percentage of customers who live within a 20 minute drive of a TSB branch or TSB point of presence. Correct at time of print.
Percentage use of mobile, online or telephone banking at the closing branch.	Total percentage of personal or business customers who used internet, mobile or telephone banking between November 2021 and October 2022.
Percentage of customers using services at our cash and self-serve machines at the closing branch.	Total percentage of personal customers who used a TSB cash machine, immediate deposit machine or multi-functional device between November 2021 and October 2022.
Percentage of customers that also use the Post Office® at the closing branch.	Total percentage of personal or business customers who used the Post Office® between November 2021 and October 2022.
Percentage of customers who use the closing branch and hold a debit or an ATM card.	Total percentage of personal or business customers that hold a debit or an ATM card and that used the branch between November 2021 and October 2022.
Percentage of customers at the closing branch that use another TSB branch or channel.	Total percentage of personal or business customers that used the closing branch between November 2021 and October 2022 that also used another TSB branch or channel.
Customers visiting the closing branch regularly.	Total number of customers who transacted in the closing branch at least 48 weeks out of 52 weeks between November 2021 and October 2022.
Customers visiting the closing branch regularly and also use another branch or channel.	Total number of customers who transacted in the closing branch at least 48 weeks out of 52 weeks between November 2021 and October 2022, that also use another branch or channel.
Mileage to closest branch.	Shortest drive distance from the closing branch postcode to the closest branch postcode. Information taken from Google Maps and correct at time of print.
Counter Service.	We will show if the closing branch or the closest branch to the closing branch, has in-branch counter service.

## Further information. cont

Wheelchair access.	We will show if the closing branch or the closest branch has wheelchair access, and this may be assisted access or non-assisted access.
Closest branch drive time.	Shortest drive time from the closing branch postcode to the closest branch postcode. Information taken from Google Maps and correct at time of print.
Closest branch accessible by public transport.	Bus or train available with up to 1 hour journey time, and less than 15 minutes walking. Information taken from Google Maps and correct at time of print.
Closest branch free parking.	If free parking is shown, a minimum of one hour free parking (street or car park) will be available, with 15 minutes walk time from the closest branch. Correct at time of print.
Closest branch walk time.	If shown, up to 45 minutes walk time from the closing branch postcode to closest branch postcode. Information taken from Google Maps and correct at time of print.
Broadband availability.	We will show if there is broadband coverage available in the location of the closing branch postcode, taken from USwitch website and correct at time of print.
Vulnerable Customers.	The FCA's definition of a vulnerable customer is somebody who, due to their personal circumstances, is especially susceptible to harm, particularly when a firm is not acting with appropriate levels of care.
Post Office® Change Giving.	A service that allows business customers to exchange notes into coins and £5 notes.
Our products.	Information on all our products can be found at <a href="http://www.tsb.co.uk">www.tsb.co.uk</a>

Percentages may have been rounded up or down to the closest whole percent.

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. 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.

