Branch Review.

Our Peckham, Rye Lane branch is moving.

Why is the branch moving?

The branch is moving as the result of the regeneration of the Peckham area. While this redevelopment is an exciting opportunity for Peckham, we did not anticipate having to close our branch and we're sorry if this causes you any inconvenience.

We remain committed to face-to-face services across the country, and over 90% of our customers are within a 20 minute drive to a branch, or location of a Money Confidence Expert. We want our services to continue to reflect the current and future needs of our customers, so we're pleased to tell you that we're moving to a brand new branch. The new branch will be at 61-63 Rye Lane, Peckham, London, SE15 5EX, and will open on 21 July 2025. Our branch at 76 Rye Lane, Peckham, London, SE15 5DQ will close on 17 July 2025. There are many other ways our customers are banking with us:

- Over 2.5 million of our customers use mobile, online and telephone banking.
- Over 760,000 of our customers use TSB cash and self-serve deposit machines.
- 81% of our customers use another TSB branch or channel.
- Over 300,000 of our customers use a Post Office.

We're here to support customers through these changes. So while we are closing this branch, you'll always be able to chat with us face-to-face at your new branch and at other branches, Pods, Pop-ups, or through Video or Telephone Banking.

How the closure will impact the community.

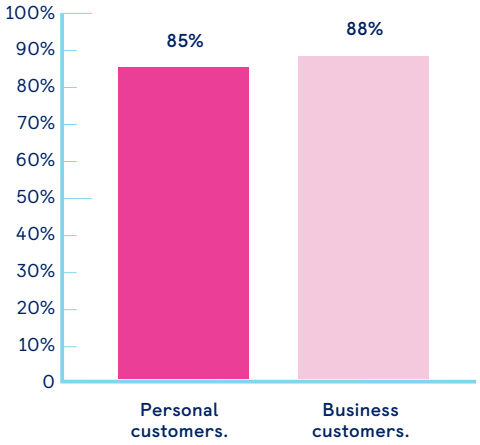
We've looked carefully at the impact the closure may have on the community. As well as how our customers use the branch now, we've also considered:

- The current in-branch services available.
- Other ways our customers choose to bank with us.
- Local banking alternatives such as Post Office branches.
- How customer's use of the branch has changed over time.
- The impact on customers who may need extra support.
- The public transport services available in the area.

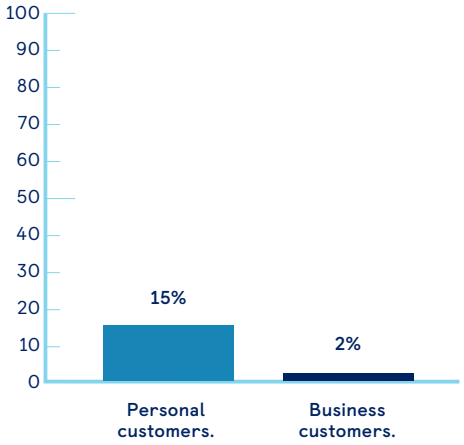
In our Peckham branch, here's what we found.

How customers affected by the closure are banking with us.

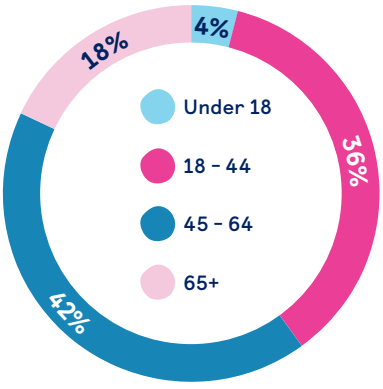
Percentage of our customers who also use another TSB branch or channel.



Number of our customers who use the branch regularly.



Age of our branch customers.



For personal banking customers:

82% also use mobile, online or telephone banking	**75%** also use services at our cash and self-serve deposit machines	**32%** also use the Post Office	**84%** also hold an ATM or debit card

For business banking customers:

85% also use mobile, online or telephone banking	**61%** also use services at our cash and self-serve deposit machines	**35%** also use the Post Office	**60%** also hold an ATM or debit card

Closest branch to our Peckham branch.

There are a number of other branches you can visit, including our Peckham branch below, which is under 0.1 miles away from the closing branch. You can find other branches at **tsb.co.uk/branch-locator**

Our Peckham branch address:
61-63 Rye Lane, Peckham, London, SE15 5EX

Telephone number: 02087 909969[1]

Opening times[1]

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

✔ Cash machine inside	✔ Cash machine outside	✔ Counter service
✔ Self-serve deposit machine inside	✘ Self-serve deposit machine outside	✔ Wheelchair access
You can drive to this branch from our closing branch in: N/a	You can get to this branch on public transport: N/a	Free parking is available near this branch: No

You can walk to this branch in 2 minutes.

You can also use our Cheapside branch at 55 Bow Bells House, Cheapside, London, EC2V 6AT.

You can make cash or cheque deposits at many of our external cash machines and these will be processed the next working day. The availability of this service will be displayed on the screen. Broadband coverage is available in the surrounding area of the closing branch.

[1] Telephone number available during 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**

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.	**Talk to us about the bigger things.**	**Get cash out or pay money in.**
Check your balance, make payments, pay in cheques, or chat to us 24/7 quickly and easily with our mobile banking app or online banking.	Our Money Confidence Experts are ready to chat to you about achieving your goals or helping with money challenges using our Video Banking service.	To get cash you can use any 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, TSB cash machine, or Post Office, or pay in cheques using our mobile banking app. And you can withdraw or pay in cash (notes) at TSB Pods and deposit machines across the UK.
Find out more about Mobile Banking at **tsb.co.uk/mobile** or **tsb.co.uk/business/mobile** Find out more about Online Banking at **tsb.co.uk/online** or **tsb.co.uk/business/online**	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 out more in our Handy Guide at **tsb.co.uk/our-branches** and book an appointment at **tsb.co.uk/appointments**	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 a PayPoint at **link.co.uk/cash-locator** Find a deposit machine at **cashaccess.co.uk/deposit-services** Find out more about accessing cash services at **link.co.uk/helping-you-access-cash**

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 teams are on hand to help. You can chat to us online using our mobile banking app at **tsb.co.uk/help** or **tsb.co.uk/business/help** or call us on **03459 758 758**, or if you're a business customer **0345 835 3858**.

*Our Video Banking appointments are only available for Personal Banking customers.

Post Office services.

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 (notes and coins) if you have an ATM card.[2]
- Withdraw up to £500 (notes and coins) with a debit card.[2]
- Check your balance.
- Pay[3] in cash (notes and coins) and cheques to your account.

As a business banking customer[4], you can use most Post Office branches to:

- Withdraw cash (notes and coins) using your business debit card.[2]
- Check your balance.
- Pay[3] in cash (notes and coins) and cheques to your account.
- Exchange cash using the Post Office Change Giving service.

[2] Daily individual debit / ATM card cash machine withdrawal limits will apply. You may need to make multiple withdrawals to reach your card limit.

[3] Cash deposit limits will apply. Personal customers can deposit cash using an ATM/debit card and PIN, or a pre-printed pay-in slip and TSB branded envelope. Business customers can deposit cash using a 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.

[4] Charges may apply for deposits and withdrawals.

Closest Post Office branches.

125 Peckham High Street,
London, SE15 5SF

✔ Counter service

0.3 miles from Peckham branch

✔ Wheelchair access

127-129 Evelina Road,
London, SE15 3HB

✔ Counter service

1.1 miles from Peckham branch

✔ Wheelchair access

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**

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

Closest cash machines.

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

Under 0.1 miles, Santander, 97 Rye Lane, Peckham, London, SE15 4TG	0.16 miles, Tesco, 34 Rye Lane, Peckham, London, SE15 5BS
Under 0.1 miles, Barclays, 147/149 Rye Lane, Peckham, London, SE15 4ST	0.17 miles, Morrisons, Unit 18 Aylesham Centre, Rye Lane, Peckham, London, SE15 5EW
0.14 miles, Halifax, 24 Rye Lane, Peckham, London, SE15 5BS	0.24 miles, NatWest, 65 Peckham High Street, London, SE15 5RY

For further information go to link.co.uk Cash machine information taken from the LINK website and correct at time of print.

Cash Access UK Banking Hub services.

Cash Access UK are opening Banking Hubs across the UK so that vital cash and banking services can be provided where they are needed most. The Banking Hubs are shared by UK banks and are open to customers for everyday personal and business banking services. Banking Hubs have a Post Office counter and will be able to help you with services such as:

- Withdraw cash.
- Deposit cash and cheques.
- Making bill payments.
- Check your balance.

Where there's a TSB Money Confidence Expert available at a Banking Hub you will be able to get help with other banking services.

For more information on services, including which Banking Hubs have a TSB Money Confidence Expert available, go to **tsb.co.uk/bankinghubs**

To find out more about Cash Access UK go to **cashaccess.co.uk**

Cash Access UK Cash deposit machines.

TSB personal and business customers can use their debit or ATM card to deposit cash[5] into their TSB account, using Cash Access UK's (CAUK) self-serve machines. You may also be able to withdraw cash at some CAUK machines. These services are free of charge for TSB customers.[6]

For more information on the deposit services available through Cash Access UK and their locations go to **cashaccess.co.uk/deposit-services**

[5] Note deposits only (no coins).

[6] Business Banking charges may apply, please check your Terms and Conditions.

Closest PayPoint services.

There are PayPoints in convenience stores across the UK. You can get cashback at the till without making a purchase, and make bill payments.

For more information go to **link.co.uk/cashatthetill**

To find the closest PayPoint visit **link.co.uk/cash-locator**

Supporting access to cash.

As part of the requirements for the Access to Cash legislation, all banks are responsible for maintaining access to cash across the UK. LINK will be working with banks and local communities to assess whether there are any access to cash gaps across the UK, to make sure customers have convenient access to vital cash services when they need it.

For information on where you can access cash services visit **link.co.uk/cash-locator**

If you're concerned there may be an access to cash gap in your area or you'd like to find out how your community can have better access to cash, you can request an access to cash assessment at **link.co.uk/helping-you-access-cash/request-access-to-cash**

To check if LINK have already made an assessment for access to cash in a particular area, and made a recommendation for improvement visit **link.co.uk/our-assessments**

Support before the branch moves.

We'll write to you before the branch closes to remind you of what's happening. Our colleagues are here to support you until the branch moves and can also help you register for digital banking.

For more information on how we can support you, speak to us in branch, and our Handy Guide covers all the ways you can bank with us. You can read our Handy Guide and more details about the closure at **tsb.co.uk/our-branches**

If we can't find you an alternative that meets your needs, we will help you switch to an alternative banking provider.

Support for vulnerable customers.

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:

- Call our Peckham branch on **02087 909 969**[1]
- Chat to us online using our mobile banking app. For more information visit **tsb.co.uk/help** or if you're a business customer visit **tsb.co.uk/business/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
- If you're a personal banking customer you can book a video or telephone banking appointment at **tsb.co.uk/appointments**

There's also more information on how we can support you at **tsb.co.uk/support**

[1]Telephone number available during branch opening hours.

We're still here to support you after the branch closes.

We'll write to you again after the branch moves to make sure we continue to support you.

For more information, chat with us in branch, or call us on **03459 758 758** if you're a personal banking customer, and **0345 835 3858** if you're a business banking customer. You can also read more about all the ways you can bank with us in our Handy Guide, which is available in branch or visit **tsb.co.uk/our-branches**

Easy ways to bank with us.

Service	Mobile Banking App	Internet Banking	Telephone Banking	TSB Cash Machines[7]	Pop-ups	Pods	Post Office	Banking Hubs (with an MCE)[8]
Personal customers								
Check your balance	✔	✔	✔	✔	✔	✔	✔	✔
Recent transactions	✔	✔	✔	✔	✔	✔		✔
Make payments and transfers to your own and other accounts[9]	✔	✔	✔	✔	✔	✔		✔
Make payments and transfers to other UK bank accounts[9]	✔	✔	✔	✔	✔	✔		✔
Manage Direct Debits and set up and manage Standing Orders	✔	✔	✔		✔	✔		✔
Manage text alerts		✔	✔		✔	✔		✔
Pay your bills	✔	✔	✔	✔	✔	✔	✔	✔
Order a debit card or replacement PIN	✔	✔	✔		✔	✔		✔
Freeze your card	✔		✔		✔	✔		✔
Unlock or change your PIN				✔		✔		
Withdraw cash (notes)				✔		✔	✔	✔
Withdraw cash (coins)							✔	✔
Cash deposits (notes)				✔		✔	✔	✔
Cash deposits (coins)							✔	✔
Cheque deposits	✔			✔			✔	✔
Business customers								
Check your balance	✔	✔	✔	✔	✔	✔	✔	✔
Recent transactions	✔	✔	✔	✔	✔	✔		✔
Make payments and transfers to your own and other accounts[9]	✔	✔	✔		✔	✔		✔
Make payments and transfers to other UK bank accounts[9]	✔	✔	✔		✔	✔		✔
Manage Direct Debits and set up and manage Standing Orders[10]	✔	✔	✔		✔	✔		✔
Manage text alerts		✔	✔		✔	✔		✔
Pay your bills	✔	✔	✔		✔	✔	✔	✔
Order a debit card or replacement PIN	✔		✔					✔
Unlock or change your PIN				✔		✔		
Withdraw cash (notes)				✔		✔	✔	✔
Withdraw cash (coins)							✔	✔
Cash deposits (notes)				✔		✔	✔	✔
Cash deposits (coins)							✔	✔
Cheque deposits	✔			✔			✔	✔
Post Office Change Giving							✔	✔

[7] This includes cash machines and multi-functional machines.

[8] For Banking Hubs with no TSB Money Confidence Expert present, the services available will be the same as those listed for the Post Office. To check Banking Hub locations and services available go to **tsb.co.uk/bankinghubs**

[9] Payments and transfers at Pop-ups are online transactions only.

[10] You will need to access internet banking and our mobile banking app to set up new Standing Orders.

Glossary.

Percentage of transactions that were made through mobile, online and other ways to bank.	Percentage of total transactions that were made through mobile, online and other ways to bank, between January 2024 and December 2024.
Number of customers that use mobile, online or telephone banking.	Total number of TSB customers that have used mobile, internet banking and telephone banking between January 2024 and December 2024.
Number of customers that use TSB cash and self-serve deposit machines.	Total number of TSB customers that have used a TSB cash machine, or self-serve deposit machine between January 2024 and December 2024.
Number of TSB customers that use a Post Office.	Total number of TSB customers that have used a Post Office between January 2024 and December 2024.
Percentage of customers who live within a 20 minute drive of a TSB location.	Total percentage of TSB customers who live within a 20 minute drive of a TSB branch, Pod, Pop-up or Banking Hub.
Percentage of customers at the closing branch that use another TSB branch or channel.	Total percentage of personal and/or business customers that used the closing branch between January 2024 and December 2024 that also used another TSB branch or channel.
Customers visiting the closing branch regularly.	Total number of personal or business customers that used the closing branch at least 48 weeks out of 52 weeks between January 2024 and December 2024.
Percentage use of mobile, online or telephone banking at the closing branch.	Total percentage of personal or business customers that used the closing branch between January 2024 and December 2024 that also used internet, mobile or telephone banking.
Percentage of customers using services at our cash and self-serve deposit machines across TSB.	Total percentage of personal or business customers that used the closing branch between January 2024 and December 2024 that also used a TSB cash machine, immediate deposit machine or multi-functional device.
Percentage of customers using the Post Office across TSB.	Total percentage of personal or business customers that used the closing branch between January 2024 and December 2024 that also used a Post Office.
Percentage of customers that hold a debit or ATM card.	Total percentage of personal or business customers that used the closing branch between January 2024 and December 2024 that also hold a debit or ATM card.
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. Google Maps are a trademark of Google LLC.
Counter Service.	We will show if the closing branch or the closest branch to the closing branch, has in-branch counter service.
Wheelchair access.	We will show if 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. Google Maps are a trademark of Google LLC.
Closest branch accessible by public transport.	Bus or train journey available up to 1 hour with less than 15 minutes walking time. Information taken from Google Maps and correct at time of print. Google Maps are a trademark of Google LLC.
Closest branch free parking.	If shown, a minimum of 1 hour free parking is available (street or car park) within a 15 minute walk from the closest branch postcode. 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. Google Maps are a trademark of Google LLC.
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. Uswitch name and logo are registered trademarks of RVU.
Mileage to closest Post Office branch.	Shortest distance by road from the TSB closing branch postcode to the closest Post Office branch postcode calculated using Google Maps. Post Office information taken from **postoffice.co.uk/branch-finder** and correct at time of print. Google Maps are a trademark of Google LLC.
Post Office counter service.	We will show if the nearest Post Office to the closing TSB branch has an in-branch counter service. Information where available has been taken from **postoffice.co.uk** where available and correct at time of print.
Post Office wheelchair access.	We will show if the nearest Post Office to the closing TSB branch has wheelchair access, and this may be assisted access or non-assisted access. Information where available has been taken from **postoffice.co.uk** and correct at time of print.
Closest free cash machines to the TSB closing branch.	Distance from the TSB closing branch postcode to the six closest free cash machines, calculated using **link.co.uk/cash-locator** and correct at time of print.
Vulnerable Customers.	The FCA's definition of a vulnerable customer can be found at **fca.org.uk**
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 **tsb.co.uk**

Information correct at time of print.
If you need to visit a branch, please check the opening times at **tsb.co.uk/branch-locator**
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** or **0345 835 3858** for business banking customers, 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 **0345 835 3858** for business banking customers (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** 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.

TSB16720A – Peckham – (05/25)