

# Kirkwall

## Branch Community Engagement summary.

We're closing our Kirkwall branch on 24 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](https://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](https://tsb.co.uk/postoffice) for more information.

- The office of the local MP, Alistair Carmichael
- The office of the local MSP, Liam McArthur
- The leader and CEO of Orkney Islands Council
- The councillors for the Kirkwall West and Orphir 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 and MSP met with TSB to discuss their concerns about the impact of the closure on vulnerable customers and those who wish to do their banking in person.

We've had one complaint from a business banking customer who said that they were unhappy that the branch is closing. We spent time exploring the alternative ways the customer could bank with us.

Our Kirkwall branch closes on 24 May 2023.

The closest branch is our Inverness branch.

Talk to us about these changes at [tsb.co.uk/help](https://tsb.co.uk/help)



## We're here to help.

TSB explained our plans to launch a Pop-up service in the community which will be open three days per week in line with the existing branch opening hours.

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.

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](https://tsb.co.uk/help) or call our Kirkwall branch on **01856 604 999**.\* 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](https://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 Inverness branch at 2/4 Inglis Street, Inverness, IV1 1HN, and you can call us on **01463 399 998**.\*

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](https://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](https://tsb.co.uk/branch-locator)

For more information about this closure, please visit [tsb.co.uk/our-branches](https://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](https://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.