



HOUSE OF COMMONS
LONDON SW1A 0AA

Debbie Crosbie
Chief Executive Officer
TSB Bank
Henry Duncan House
120 George Street
Edinburgh
EH2 4LH

13 October 2020

RE: Proposed closure of TSB, 23-25 Elm Grove, Hayling Island PO11 9EA

Dear Ms Crosbie,

Like many local residents, I was very disappointed to learn of your plans to close the TSB Branch on Hayling Island in June 2021. I am writing to ask you to review and reverse this decision.

The TSB branch is located in an island community, with residents and businesses relying on your branch for a range of banking services. Hayling Island has over 17,000 residents and one main road to the mainland, meaning the bank closure will severely impact elderly residents who use your personal banking services and might not have access to online banking.

Many of these residents rely on face-to-face banking services, and as TSB is Hayling Island's last physical bank branch, will now face travelling to the mainland for banking services. I understand you are also closing the TSB branches in Petersfield and Winchester, and hundreds of others across the country.

The long-term interests of TSB and its shareholders lie in supporting local businesses and communities such as those on Hayling Island, all of which require banking services and will remember the commitment shown to them by TSB if you remain. At a time when the financial services sector must continue to work hard to regain public trust, I can see no better way than to operate at the heart of local communities like Hayling Island serving local businesses and residents.

Your plans have prompted disappointment amongst local residents and businesses, so I would be grateful if you could look again at this decision as a matter of urgency, including providing answers to the questions attached to this letter. I'd also be grateful, if a senior colleague from your local or regional team would be able to join me for a virtual meeting to discuss this issue further.

Given the strength of public interest in this matter, I will be putting this letter and your reply into the public domain.

Yours sincerely,

Alan Mak MP
Member of Parliament for the Havant Constituency



Questions Re: Proposed closure of TSB, 23-25 Elm Grove, Hayling Island PO11 9EA

1. Please can you explain the reasons behind your decision to close the Hayling Island branch of TSB?
2. Were Branch customers, local residents and businesses consulted in advance before this decision was made? If so, what engagement has taken place?
3. In your email to me on Wednesday 30 September 2020 you state that 69% of personal banking customers and 63% of business customers at the Hayling Island branch visited another branch or used other forms of banking such as mobile, web and telephone banking. Please can you confirm that this closure decision hasn't been made purely on a statistical basis and that other factors, such as the Branch's importance to local businesses and residents, including many of whom are elderly, have been taken into account as well?
4. What steps can the local community take to ensure you reverse your decision? For example, if there were to be an increase in transaction volume at this branch and an increase in physical visits to the branch, would this cause you to change your decision?
5. Will the local CEO/area manager, Branch manager and/or senior TSB colleagues agree to a virtual meeting with me in order to explain and justify the closure decision?
6. In the event that you choose not to respond to community concerns and maintain the decision to close the branch, are you able to deploy any form of mobile van to Hayling Island to offer banking in the community as is done by Natwest and some of your other competitors?
7. Please can you provide details of the measures you are putting into place to ensure that existing or potential customers are made aware of alternative banking facilities in the area should the Branch close? Will the existing ATM be retained?
8. You have suggested that the nearby Post Office will be providing a range of services previously provided at the Branch if it closes. Please can you clarify exactly which services currently provided by the Branch will be available at the Post Office, and which will not?
9. Please can you reassure me that the closure of the Hayling Island branch will not lead to existing staff losing their jobs through compulsory redundancies? Please can you describe the steps you are taking to ensure that this is the case?
10. Please can you provide an outline (and a timeline) of the steps you will take should you move forward with the closure of the branch in June 2021?
11. Please can you confirm that if the Branch closes, TSB will ensure that a new owner or occupier is found for the building you own, so that the community is not left with an empty, unused building?
12. Please can you confirm that residents who are concerned or who have questions can contact the local TSB CEO/area manager directly via letter, email and telephone– and that every such enquiry will receive a personal reply?
13. Please can you confirm that TSB will be adhering to all aspects of the Access to Banking Standard, and provide details about how you will meet its requirements, including any impact assessments you have made? As you will know, the main high street banks including yours, consumer groups and Government have signed up to an industry-wide agreement to work with customers and communities to minimise the impact of branch closures.