

# Closing Branch Review – Part 1

## Lossiemouth

### Background

We continue to respond to our customers' changing needs. We now have almost 14 million of our customers accessing services through Internet Banking and almost 10 million mobile customers. Branches will remain vital in meeting customers' needs but we must continually review our network to make sure we have branches in locations where customers need and use them the most.

### Our decision

Following a careful review, Lossiemouth branch will close on 3 June 2019. We have made the difficult decision to close this branch because customers are using it less often. In addition the majority of customers are also using alternative ways to bank.

### How we made our closure decision

When we close a branch we complete a detailed impact analysis which will include:

- ▶ How customers are choosing to bank with us.
- ▶ How often customers use the branch and how that usage is changing.
- ▶ Current services available in the branch and the branch opening hours.
- ▶ Assessment and check of alternative ways to bank including their proximity and accessibility. This is confirmed by a visit.
- ▶ Assessment of public transport, availability and frequency.
- ▶ Impact on our customers including those who may need additional support.

### What this means for you

You can continue to use any other Bank of Scotland branch and the nearest alternative is the Elgin High Street branch. Additionally, one of our new Bank of Scotland mobile branches will visit the Lossiemouth area which customers can use for many of their everyday banking needs.

This document includes a summary of our review and provides details of alternative ways to access banking.

### Branch details

**12 Queen Street  
Lossiemouth  
Morayshire  
IV31 6NU**

Monday	10:00 - 16:00
Tuesday	10:00 - 16:00
Wednesday	10:00 - 16:00
Thursday	10:00 - 16:00
Friday	10:00 - 16:00
Saturday	Closed

### Branch facilities:

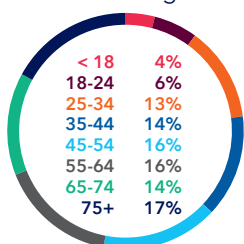
Cash machine inside branch <b>No</b>	Cash machine outside branch <b>Yes</b>	Talking cash machine <b>Yes</b>
Level access to branch <b>Yes</b>	Self Service Zone or machines <b>No</b>	Counter service <b>Yes</b>

### How customers are using this branch

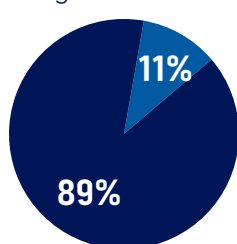
<b>7%</b> Counters at Lossiemouth branch are 7% quieter than a year ago	<b>24</b> of our customers use the branch on a regular weekly basis	<b>233</b> of our customers use the branch on a regular monthly basis
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### Lossiemouth branch customers

Age of personal customers using branch



Type of customer using branch



Figures have been rounded up or down to show as whole numbers

■ Personal Customers  
■ Business Customers

### Lossiemouth customers are already banking in other ways

#### Personal Customers

**60%** use Lossiemouth plus other Bank of Scotland branches

**71%** use the Lossiemouth branch and Internet Banking or Telephone Banking

**26%** use the Lossiemouth branch and the Post Office®

Terms used in this document are explained further on page 3.

### Branch usage compared to a year ago

Services	Personal	Business
Counter transactions	↓9%	↓1%
Self Service Zone or machine transactions	N/A	N/A
Cash machine transactions	↓7%	↓13%

### Branch usage compared to a typical Bank of Scotland branch

	Personal	Business
Customers using branch	↓72%	↓56%

# Other ways for customers to do their everyday banking



## Mobile Branch

Our Bank of Scotland mobile branch will be visiting the Lossiemouth area. The full timetable will be available at [bankofscotland.co.uk/mobilebranch](http://bankofscotland.co.uk/mobilebranch) shortly before the new service starts to operate.



## Other branches nearby

You can use any other Bank of Scotland branch. To find your most convenient branch and their opening hours please search on the Branch Locator: [bankofscotland.co.uk/branchfinder](http://bankofscotland.co.uk/branchfinder)

### Nearest and most used alternative branch

#### Elgin High Street

90 High Street

IV30 1BJ

6.09 miles away

Cash machine inside branch	Cash machine outside branch	Talking cash machine	Level access to branch	Self Service Zone or machines	Counter service
Yes	Yes	Yes	Yes	Yes	Yes

### Other nearby branches

#### Forres

102 High Street

IV36 1PA

16.26 miles away

#### Buckie

21 East Church Street

AB56 1EX

19.23 miles away

## Travelling to the nearest and most used alternative branch

Buses run every 20 minutes from Lossiemouth to Elgin with a journey time of around 25 minutes.



## Other local banking services

### Cash machines:

We will not be maintaining our cash machine at the Lossiemouth branch. Nearby free to use cash machines are listed below:

**Post Office** - 29b Queen Street, IV31 6PR **0.16 miles away**

**The Co-operative Food Lossiemouth** - Couldardbank Road, IV31 6ED **0.59 miles away**

**Buccaneer Service Bishopmill** - Lossiemouth Road, IV30 4LF **4.22 miles away**

To find your most convenient alternative free cash machine you can use the ATM Link Locator: [www.link.co.uk/atm-locator](http://www.link.co.uk/atm-locator)

### PayPoint:

A nearby PayPoint can be found at:

**Mieles of Lossie** - 17 Clifton Road, IV31 6DJ

To find your most convenient alternative PayPoint you can use the PayPoint Locator: [www.paypoint.com](http://www.paypoint.com)

### Post Office®

Personal and Business Banking customers can withdraw money or check their balance, as well as pay in cheques and money to their account at any Post Office®.



### Nearest Post Office®:

**Lossiemouth**, 29b Queen Street, Lossiemouth IV31 6PR

To find out more about the services available, your most convenient Post Office® and its opening times please visit the Post Office® website: [www.postoffice.co.uk/branch-banking-services](http://www.postoffice.co.uk/branch-banking-services)

Our Internet Banking, Mobile Banking and Telephone Banking services give customers 24 hour access to their accounts, 7 days a week. In your local area broadband services will be available from multiple suppliers.

## Personal Customers

[bankofscotland.co.uk](http://bankofscotland.co.uk)

0345 780 1801

Mobile banking app

Branch colleagues

## Business Customers

[bankofscotland.co.uk/business](http://bankofscotland.co.uk/business)

0345 300 0268

Mobile banking app

Branch colleagues

## Commercial Customers

[bankofscotland.co.uk/business](http://bankofscotland.co.uk/business)

Telephone banking services

Mobile banking app

Bespoke on-line services

Cash & cheque collection services



## For further help before or after the branch closes:

Please come in and see us in any of our branches, contact your relationship manager or call us on 0345 780 1801. For any unresolved problems contact us using the details provided in **Our promise** shown at the bottom of page 3.

## Terms used in this document explained

Terms	Definition
Counters quieter or busier than a year ago	Rolling year on year percentage change in counter transactions.
Customers using the branch on a regular weekly basis	The number of customers who transacted at the counter or Immediate Deposit Machine (IDM) in 48 out of 52 weeks in a 12 month period.
Customers using the branch on a regular monthly basis	The number of customers who transacted at the counter or IDM in 11 out of 12 months in a 12 month period.
Percentage of Personal or Business customers using the branch compared to a typical Bank of Scotland branch	The percentage of Personal or Business customers using the named branch compared to the average number of Personal or Business customers using a typical Bank of Scotland branch.
Percentage change in counter transactions	Year on year percentage change in Personal or Business customer counter transactions.
Percentage change in Self Service Zone or machine transactions	Year on year percentage change in Personal or Business customer Self Service Zone or machine transactions.
Percentage change in cash machine transactions	Year on year percentage change in Personal or Business customer cash machine transactions.
Percentage of Personal customers who use this branch and other Bank of Scotland branches	The proportion of Personal customers who use this branch and have also used a different branch in the last 12 months.
Percentage of Personal customers who use this branch and Internet or Telephone Banking	The proportion of Personal customers who use this branch and have also used Internet or Telephone Banking in the last 6 months.
Percentage of Personal customers who use this branch and also use the Post Office®	The proportion of Personal customers who use this branch and have transacted in the Post Office® in the last 12 months.
Other branches nearby – distances	Based on the road distance between the closing and next closest branches. Source: Mapinfo – this software package measures distance between postcodes.
Cash machine distance	Measured on a straight line 'as the crow flies' basis between postcode of the closing branch and postcode of the cash machine.

**Bank of Scotland is part of the Lloyds Banking Group. Lloyds Banking Group is a signatory to the Access to Banking Standard and the result of our local community engagement will be published in Part 2 of this document before the branch closes.**

## If you'd like this in another format such as large print, Braille or audio CD please ask in branch.

If you have a hearing or speech impairment, you can contact us using the Next Generation Text (NGT) Service (available 24 hours a day, 7 days a week) or via Textphone on 0345 600 9644 (lines are open 9am to 5.30pm, seven days a week). If you're Deaf and a BSL user, you can use the SignVideo service available at [bankofscotland.co.uk/accessibility/signvideo](http://bankofscotland.co.uk/accessibility/signvideo)

### Our promise

Our promise is to do our best to resolve any problems you have. If you wish to complain visit your local branch or call 0800 072 8668 or 0131 278 3729. (Textphone 0800 389 1286 or 0131 278 3690, if you have a hearing impairment). For more information visit [bankofscotland.co.uk/contactus/complain](http://bankofscotland.co.uk/contactus/complain)

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Calls may be monitored or recorded in case we need to check we have carried out your instructions correctly and to help improve our quality of service. Not all telephone banking services are available 24 hours a day, 7 days a week. Please speak to an adviser for more information.

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Eligible deposits with us are protected by the Financial Services Compensation Scheme. We are also covered by the Financial Ombudsman Service.



Protected