The Lossiemouth branch will close permanently on 3 June 2019. This follows engagement with customers and the local community.

All your account details will stay the same. There will be no change to customer account numbers, sort codes, standing orders, direct debits, cards or PINs.

Your nearest branches are Elgin High Street and Forres. You can also use any Bank of Scotland branch to do your banking.

Our new Bank of Scotland mobile branch will be visiting this area. You can use our mobile branch for many of your everyday banking needs.

Read on to see other ways you can bank.
We have proactively contacted the most frequent business, charity, club and society accounts to discuss the options available and all alternative ways to bank.

The branch team have listened to customer concerns and worked with a number of customers with complex banking requirements to help them find alternative ways to bank, including services available locally.

A specialist team has been supporting colleagues in Lossiemouth and nearby branches with identifying and explaining the alternative ways to bank, tailored to customers’ needs.

A written response was sent to Lossiemouth Community Council addressing the concerns they raised and explaining the rationale for the closure decision. We then contacted the Council to let them know about the meeting we were having with Richard Lochhead MSP and Douglas Ross MP and to ask them if they would like to attend.

A meeting was held with Richard Lochhead MSP, Douglas Ross MP and community representatives to discuss their concerns and explain the rationale for the closure.

Written responses were sent to Richard Lochhead MSP and Douglas Ross MP addressing the concerns they raised.

A written response was sent to the 7 SNP MSPs including Richard Lochhead addressing the concerns they raised and explaining the rationale for the closure decisions.

We informed the local Post Office and the central Post Office Transformation team of our branch closure so they can plan for any change in customer demand.

Other ways to bank

Internet Banking, Mobile Banking and Telephone Banking services

These services give you access to your accounts 24 hours a day, 7 days a week.

To find out more information about these services or to register please visit bankofscotland.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® branch.

To find your most convenient Post Office® and its opening times, please search on the Post Office® Branch Finder: www.postoffice.co.uk/branch-banking-services

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 or via Textphone on 0345 600 9644 (lines are open 9am to 5.30pm, 7 days a week). If you’re Deaf and a BSL user, you can use the SignVideo service available at 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

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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.

Keep your details up-to-date

Please check that we have the correct contact details for you by logging into Internet Banking and reviewing the telephone numbers, email address and marketing preferences that we hold for you.