

For immediate release

Bank of Scotland backs Kilmarnock with £800K in new-look branch

Bank of Scotland is welcoming customers back to its Kilmarnock branch, with a 13 strong team on hand to help local people with their banking, following an almost £1m refurbishment.

The £800k investment means customers now walk into a bright, welcoming branch, with more room to get things done and more comfortable spaces to talk, including private spots for more complex chats.

There are new meeting spaces for customers, plus dedicated spaces for help with online and mobile banking and new cash machines where customers can withdraw or deposit cash, including choosing the exact notes and coins they need.

Local business customers also have their own dedicated space, with new machines that let them pay in or take out cash simply, using their phone.

The new branch will be open from Monday to Friday 09:30 to 16:30 and Saturday 9:30 to 16:30.

To celebrate the opening, the first customers who visited earlier this week were given a Bank of Scotland-branded goodie bag and the option to try some cake from a local baker. There were flower arrangements decorating the entrance, with the branch supplied by a local florist, who is also a BoS customer.

Bank of Scotland's Senior Manager for Kilmarnock, John McKinlay, adds "The team and I are really happy to welcome people into the new branch. Customers have been particularly delighted with the newly created digital zone, where they can sit side by side with colleagues and get support to build their digital skills.

"We want customers to feel they can come in for a chat at any time, not just when they have a big decision to make, or something specific to sort out. We understand managing your money can go from exciting to overwhelming, depending on what's going on in your life and we're here to make it easier. Whether someone wants a quick bit of reassurance or a longer conversation, our team will be ready to help local people feel more confident and on top of their finances."

Ends

Notes to Editors

Images available by request

Information correct as at 23rd October 2026.

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