

## **Access to Banking**

### **Our Mutual Commitment**

We are committed to providing access to banking across all the channels we deal with customers through.

Our commitment to that is enshrined in the Access to Banking Standard. This Standard sets out the overarching principle we will follow when we close a branch and the outcomes that you can expect.

When we close a branch, we will tell you as soon as we are able why we are closing the branch, what that will mean for you, how you can continue to bank after the closure, what we can do to help you in the interim, where you can get that help from, and where you can address any questions or issues to.

We will also engage with relevant people and organisations in your area to ensure the wider community and their representatives are aware of the closure and aware of the alternative ways to bank after the closure.

We will keep you informed of any relevant further information that will help you between the announcement of closure and the actual closing date.

We will reach out to the vulnerable customers we are aware of as we close to help them with any needs or issues they have but if you feel that there are any customers that we need to contact please let us know at the branch.

We will try and anticipate your needs and issues in what we do as we close a branch but if we do miss any please contact us at the current branch and we will try and do our best to address those as well.