

Customer and Stakeholder Engagement: Stroud

On 30 November 2022 we announced the closure of 114 branches, including our branch at Stroud. The following provides detail of the stakeholder engagement we have undertaken, and feedback received, since our announcement.

Customer and stakeholder contact

On 20th and 23rd January, we wrote to all regular users of this branch. The letters advised customers of the reasons behind our decision and effective date of closure. They also provided customers with details of the nearest alternative HSBC UK branch, alternative ways to continue to access their usual banking services and how to access the closure Impact Assessment.

We wrote to Siobhan Baillie, constituency MP, on 30 November 2022 to advise of our decision to close the branch and offered to meet to explain the reasons and how we would be supporting all our customers during this period of change.

At announcement we also wrote to a number of key stakeholders. These included:

- Post Office
- HM Treasury
- Cash Action Group
- CBI
- British Chambers of Commerce
- Which?

On 23 January 2023 our Local Director additionally wrote to the following key local stakeholders to advise of our decision to close:

- Councillor Catherine Braun, Stroud District Council
- Helen Bojaniwska, Stroud Town Council
- Mr R Cree, Stroud Chamber of Trade & Commerce
- Carole Trelease, Post Office
- Simon Smith, Post Office
- Elizabeth Hall, Citizens Advice
- Age UK
- P3
- Stroud Valleys Project
- The Door
- Alzheimer's Society
- Stroud Library

We published an Impact Assessment on our public website. The assessment provides further details on the reasons behind our decision, the information used, the nearest HSBC UK and Post Office branches, alternative ways to bank and how to contact the

bank for additional support. To view these reports just scan the QR code or visit <https://www.hsbc.co.uk/branch-finder>. Copies are also available in the closing branch.



Posters have been displayed at the branch with information on the nearest HSBC UK branch and cash machine as well as the nearest Post Office counter.

We provided extensive training to our branch teams in order that they could fully support both personal and business customers with accessing alternative ways to bank. Following this training our branch staff have been proactively engaging with customers, particularly those who are reliant on the branch services, to help them look at the alternatives that are available, including the services provided by the Post Office.

We have also been engaging with the nearest Post Office counters to the branch to ensure they know we are closing, are aware of the services they can provide to our customers and to address any queries or concerns they may have in meeting the needs of our customers.

Customer and stakeholder reaction/feedback

- We have written to Siobhan Baillie, Constituency MP and following the letter a meeting was held between Siobhan and our Local Director Lucy Bond. During the meeting Siobhan expressed, on behalf of her constituent's, disappointment that the decision had been made to close the branch. Lucy explained what our ongoing presence in the community would look like, including the Community Pop Ups we will be running once the branch closes. Shared Banking Hubs were also discussed and Lucy explained what these were and how more information can be obtained from Link as the owners of the scheme. Lucy committed to sharing the dates of the Pop Up events when they are finalised.
- Helen Bojaniwska, Town Clerk of Stroud Council responded asking if we were doing any community support following the closure. Helen was able to share with us details of a potential location for our Pop Up events which we have since visited.
- Stella Parkes, Mayor of Stroud, visited the branch on 4 March 2023 and spoke with our Local Director, Lucy Bond. They discussed the closure, pop ups, our commitment to engage with our vulnerable customers and our community tablet programme. Lucy committed to sharing the dates of our Pop Up events when they are finalised.
- General customer sentiment was disappointment that the branch was being closed. Staff within the branch have been actively supporting these customers and discussing alternative methods of completing transactions.

Follow up action taken

- We have proactively contacted our vulnerable customers who use the branch to understand how they currently bank. During these calls we have taken the time to understand our customers specific circumstances, for example, where they live or the transport they use. This has allowed us to provide our customers with information on the services that may be suitable for them, such as the local Post Office or digital options available through mobile or online banking.
- We have offered customers the opportunity to attend a HSBC@Home session focused on alternative ways to bank. HSBC@Home is our digital education programme and has been designed to educate and upskill customers on a range of topics from digital tools and services to fraud and financial fitness.
- The branch staff have spoken to customers who have requested more information on digital banking. They have been concerned about security and the team have been able to support these customers in registering for Mobile or Online Banking. There has been a lot of interest in our HSBC@Home sessions to overcome customers security concerns.
- The branch team will be holding Pop Up events once the branch closes. Our branch experts will be on hand to offer important advice on how to reduce the risk of fraud on your account, give guidance and support on the different ways customers can do their banking, including the services available at the Post Office and help with queries about our products and services.

Contacting the bank after closure

Following the closure of this Branch, if you have any questions or need advice on how to access our services, you can contact us in the following ways:

- Visit us at <https://www.hsbc.co.uk/waystobank/>
- Contact us on 03457 404 404 (+44 1226 261 010 from outside the UK). Currently open 8am-8pm every day. Here you can:
 - Get help with your day-to-day banking enquiries
 - Talk to us about your closing branch
- Visit any HSBC UK Branch (branch hours can vary so please check our website before you visit at <https://www.hsbc.co.uk/branch-finder>)

Braille, Large Print and Audio copies of this document can be provided upon request.