

## **Customer and Stakeholder Engagement: Twickenham**

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

### **Customer and stakeholder contact**

On 20<sup>th</sup> and 23<sup>rd</sup> 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 Munira Wilson, 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 Gareth Roberts, Council Leader
- Councillor Stephen O'Shea
- Councillor James Chard
- Councillor Julia Neden-Watts
- Matthew Edgar, Post Office Area Manager
- Alan Rides, CEO of the West London Chamber of Commerce
- Twickenham Library
- Age UK
- Alzheimer's Society
- Citizens Advice
- Community Money Advice
- Richmond Good Neighbours
- British Heart Foundation UK
- HANDS - Help A Neighbour in distress
- SPEAR
- Richmond Borough Mind
- Restored

*Information correct at the time of publication.*

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 Munira Wilson, Constituency MP, who responded asking for further information relating to the premises and vulnerable customers impacted by the closure. Our Local Director has responded, and no further communication has been received.
- The overall feedback from our customers has been disappointment, with an understanding of the reason for closure. Customers have been grateful to receive support around alternative ways to bank.
- Calls to vulnerable customers have been well received and they have generally welcomed the opportunity to discuss the branch closure as a follow-up to the letter they received. During these calls we have taken the time to understand our customers' specific circumstances, which has allowed us to provide our customers with information on the services that may be suitable for them.

### **Follow up action taken**

- We have been proactively speaking to customers at the branch about the different ways in which they can complete their transactions following the branch closure. Some customers we spoke to had not used the digital channels available before,

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we have explained the transactions that can be completed and supported customers to complete their banking during their visit using these channels.

- The branch has supported customers who have no access to a compatible device for online banking through our community tablet programme, ensuring they are able to get online and educating them in how to navigate online and mobile banking.
- We have visited the Local Post Offices to ensure they are aware of the closure and they have assured us they will be able to support any of our customers who choose to use the Post Office.
- 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.

### **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.