

## Branch closure feedback – how we responded and supported our customers

**Before we decided to permanently close the Prudhoe branch, we carried out a thorough review to understand how our customers and the community would be impacted. We're now near to the closure of this branch on 15 May 2025.**

You can do your everyday banking with our Mobile Banking app and Internet Banking. It's simple and safe to use. Your nearest branch to the Prudhoe branch is Lloyds Blaydon-on-Tyne branch. You can also use any Lloyds branch to do your banking. Go to [lloydsbank.com/branchfinder](https://lloydsbank.com/branchfinder) for more information.

### Communicating this change to customers

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When we announce that a branch is closing, we take a number of factors into account in line with Financial Conduct Authority guidance. We've summarised these in our Branch Review, which you can find at [lloydsbank.com/branchclosures](https://lloydsbank.com/branchclosures)

We wrote to customers who use the Prudhoe branch, to let them know it would be closing. We explained other ways they can continue to do their banking with us.

We displayed a poster in the branch to let customers know it was closing. Our branch colleagues there spoke to customers about other ways to do their banking. These include using our Mobile Banking app, Internet Banking, calling us, or using the Post Office®. We let customers know the nearest alternative branches, free cash machines, Post Office and that a Community Banker would be available nearby.

### We contacted members of the local community

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#### Who we contacted to understand the impact of the branch closure

- The local MP for Hexham
- Banking Team and Senior Representatives from the Post Office
- Post Office Area Manager responsible for nearest three Post Offices to our closing branch
- National Federation of Sub Postmasters
- The local Citizens Advice Bureau
- The local Chamber of Commerce.

#### The feedback we received

- Some of our regular customers told us that they were disappointed about the decision to close the branch but that they would start to use alternative branches. We took time to explain the services available once the branch has closed including the Post Office and Community Banker in the area
- Joe Morris MP contacted us to express his disappointment at the branch closure and the wider impact closures have on rural communities as well as more vulnerable customers. We explained how we are supporting customers and shared details of the Community Banker service. We subsequently received a letter asking us to reconsider our decision and to meet to discuss the closure. We are arranging a suitable time
- We met a local councillor who offered his support in finding a suitable location for the Community Banker, we are considering the location.

#### What we've done to help make the change smoother

- We've called individual customers we know use the branch as their main way of banking with us, including customers that may need extra support, to talk to them about alternative ways to bank and to provide help if they need it.
- We've partnered with the Digital Helpline who offer free one to one guidance over the phone to support customers to use the internet for banking. Customers with an identified need for this service have been provided with contact details enabling them to get free support.
- Our colleagues at Prudhoe branch have been given the training they need to have in-depth conversations with our customers, especially those who may need extra support, about how we can help them.

## We're here to help and support you



If you're a Personal customer call us on **0345 300 0000**



Speak to one of our colleagues at any branch



If you're a Business customer call us on **0345 072 5555** or speak to your Relationship Manager



Find other ways to access cash in your community: [www.link.co.uk/cash-locator](http://www.link.co.uk/cash-locator)

## Other ways you can do your banking with us

### Mobile Banking app

Our Mobile Banking app lets you do your banking where and when it suits you. It's a simple, secure, and fast way to bank and only takes a few minutes to set up. For more information about these services, and others available, scan the QR code on the right. Here's some of the things you can do:

- Make payments and transfers
- Check and manage upcoming payments
- Order Travel Money by 3pm for free next day delivery
- Get 24/7 support with our Mobile Banking virtual assistant
- Check your credit score for free, with no impact on your credit file
- Earn up to 15% cashback with Everyday Offers.

You can register for Mobile Banking by downloading the app or through Internet Banking.

If you're a business customer, you can find more information about the services available on the Business Mobile Banking app by scanning the QR code on the right.

To find out more go to [lloydsbank.com](http://lloydsbank.com) or [lloydsbank.com/business](http://lloydsbank.com/business)

Scan the QR code to download our app



Personal customers



Business customers

### Internet Banking

Register for Internet Banking to access your accounts and manage your money 24/7, 365 days a year.

We'll never get in touch to ask you to move money to another account, for your personal details or to take control of a computer. The Digital Helpline won't do this either.

To register go to [lloydsbank.com](http://lloydsbank.com) or [lloydsbank.com/business](http://lloydsbank.com/business)  
Visit a branch or call us

### The Digital Helpline

If you need help with using the internet, we've partnered with the **Digital Helpline** to offer free one to one guidance over the phone. They've helped thousands of people learn how to use the internet for banking and much more.

SignVideo services are also available if you're Deaf and use British Sign Language: [digitalhelpline.signvideo.net](http://digitalhelpline.signvideo.net)

Call the Digital Helpline **01135 184 060**  
Monday to Friday 9am - 5pm  
Or pick up a leaflet in one of our branches

## Community Banker

After the branch closes, our Community Banker will be available to support customers in the local area.

### How a Community Banker can help:

- Provides banking services and account support
- Support with account enquiries for personal customers
- Support with selected day to day banking for business customers.

To find the dates and locations of where they'll be available visit: [lloydsbank.com/communitybanker](https://lloydsbank.com/communitybanker)

## Other banking services in your community

### Post Office®

You can use a Post Office for your everyday banking, however some restrictions may apply.

For more details visit:

Personal customers visit: [lloydsbank.com/postoffice](https://lloydsbank.com/postoffice)

Business customers visit: [lloydsbank.com/business/retail-business/banking-with-us/post-office](https://lloydsbank.com/business/retail-business/banking-with-us/post-office)



To find your most convenient Post Office and its opening times, please visit: [www.postoffice.co.uk/branch-finder](https://www.postoffice.co.uk/branch-finder)

### Access to Cash

To find your most convenient free cash machine use the LINK Cash Locator.

#### Cash at the till

You can use your debit card and PIN to check your balance and withdraw any amount of cash up to £50 at participating shops. You don't need to make a purchase. Some locations may charge a small fee but you will be notified about this and will be able to cancel the transaction before you are charged.

Cash Machine Locator:  
[www.link.co.uk/consumers/locator](https://www.link.co.uk/consumers/locator)

Cash at the till:  
[www.link.co.uk/consumers/cash-at-the-till](https://www.link.co.uk/consumers/cash-at-the-till)

### PayPoint

With over 28,000 PayPoint outlets in the UK, you can pay some bills, for example utility bills.



For more information and to find your local outlet visit: [www.paypoint.com](https://www.paypoint.com)

### If you'd like to move your current account

You can switch your current account to a new bank or building society in seven days with the Current Account Switch Service (CASS).

Your new bank or building society will take care of switching your payments and transferring your balance. Your old bank will close your account.

Personal account holders – for anyone with a UK current account, including joint account holders.

Business account holders – for small businesses, charities and trusts with an annual turnover of up to £6.5million and fewer than 50 employees.

For more information:  
[www.currentaccountswitch.co.uk](https://www.currentaccountswitch.co.uk)

### Access to Cash Reviews

LINK have already completed an independent Access to Cash assessment in this area. Members of the community and representative organisations may request a further review.

Access to Cash Review:  
[www.link.co.uk/helping-you-access-cash/request-access-to-cash](https://www.link.co.uk/helping-you-access-cash/request-access-to-cash)

If you need extra help

If you need this communication in another format, such as large print, Braille or audio CD, please contact us.

You can call us using Relay UK if you have a hearing or speech impairment. There's more information on the Relay UK help pages: [www.relayuk.bt.com](http://www.relayuk.bt.com)

SignVideo services are also available if you're Deaf and use British Sign Language: [lloydsbank.com/contact-us/sign-video](http://lloydsbank.com/contact-us/sign-video)

If you need support due to a disability please get in touch.

If you need to tell us something

If you want to make a complaint learn more online at: [lloydsbank.com/contact-us/how-to-complain](http://lloydsbank.com/contact-us/how-to-complain)

To speak to us, call: 0800 072 3572 (+44 173 346 2267 outside the UK). You can also visit us in branch.

Calls and online sessions may be monitored and recorded. Not all telephone services are available 24 hours a day, seven days a week.

Things you need to know

We observe the requirements of the **Financial Conduct Authority Final Guidance and ATM closures or conversions 'FG22/6: Branch and ATM closures or conversions'**: [www.fca.org.uk/publication/finalised-guidance/fg22-6.pdf](http://www.fca.org.uk/publication/finalised-guidance/fg22-6.pdf) and the **Access to Cash sourcebook**: [www.handbook.fca.org.uk/handbook/ATCS](http://www.handbook.fca.org.uk/handbook/ATCS)

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**Mobile Banking app** – our app is available to customers with a UK personal account and valid registered phone number. Minimum operating systems apply, so check the App Store or Google Play for details. Device registration required. Terms and conditions apply: [lloydsbank.com/legal/online-banking/internet-banking](http://lloydsbank.com/legal/online-banking/internet-banking)

**Keeping your money protected** – eligible deposits with us are protected by the Financial Services Compensation Scheme. We are also covered by the Financial Ombudsman Service. Please note that due to FSCS and FOS eligibility criteria not all business customers will be covered.



Protected