22 MAY 2018

LLOYDS BANK

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Lloyds Bank plc
Customer Services
BX1 1LT

UK Free-phone:
0800 096 1279
Colleague PIN: 1581768

Mr Mark Wells
Bovey Tracey Town Council
Town Hall
Bovey Tracey
Newton Abbot
Devon
TQ13 9BG

Our Reference: 13329793

Dear Mr Wells

Thank you for taking the time to contact us about your complaint. I'm sorry for any upset or inconvenience you've experienced.

My understanding of your concerns from your original letter is that you are worried about the impact on the local town businesses and residents due to the proposed branch closure.

My Decision

Having reviewed your complaint, and based on the information available to me, I'm unable to agree that the bank has made any error.

My Findings

As you explained, you are concerned about our decision to close the branch due to the effect this will have for the residents in the area and the community in general.

We have recently announced the closure of a small number of branches across our Retail network. This has come about because our branches are being used less and less, with more customers using other ways to bank with us. The introduction of debit cards, telephone and internet banking, and more recently mobile banking has transformed how we work and we are having to react to this continuing trend.

The closure decisions were based on customer usage and locations where we have branches in close proximity to each other. In addition, we considered if building leases were due to expire and the nature of the high street has changed so much that some of our branches are now in the wrong place for current shopping patterns. Please be assured that we have adhered to the requirements of the Access to Banking Protocol throughout this process.

Our review of the branch has shown that the counter is 16% quieter than 12 months ago. Only 44 personal and business customers use the branch on a regular weekly basis and 70% of personal customers are already using an alternative Lloyds Bank branch as well as Bovey Tracey.

We never take the decision to close any branch lightly, but following this review we have decided to proceed with the closure of the branch on 8 October 2018. Managing your banking needs may now require a bit more planning than before and we are sorry for the inconvenience this will cause customers.

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We do understand that this is an unwelcome change to the facilities that customers are used to. However, there are still ways for customers to manage their accounts locally. The next closest branch will now be Newton Abbot

We have now for many years had an arrangement with the Post Office that allows personal customers to carry out everyday banking transactions at Post Office branches in England, Scotland and Wales. Customers can obtain their account balance, pay in and make withdrawals. Customers can also continue to use the ATM network as usual. The ATM locations nearby are:

- The Co-operative Food Bovey Tracey – Fore Street, TQ13 9AE 0 miles away
- Tesco – 47 Fore Street, TQ13 9AB 0.02 miles away
- The Co-operative Food Petrol Bovey Tracey – Newton Road, TQ13 9DX 0.94 miles away

We are also investing in a new fleet of mobile branches and I am pleased to say that one of these vans will visit Bovey Tracey. Customers will be able to use to the new mobile branch for many of their everyday banking needs such as making deposits, withdrawing cash, paying bills and general account or product enquiries. The mobile branch will stop in a location for between two and four hours per visit. Full details of this service will be made available nearer the time.

Next Steps

If you're happy with my decision then you don't need to do anything.

If you're unhappy with any part of my decision you have the right to refer your complaint to the Financial Ombudsman Service, free of charge, but you must do so within six months of the date of this letter.

If you do not refer your complaint in time, the Ombudsman will not have our permission to consider your complaint and so will only be able to do so in very limited circumstances. For example, if the Ombudsman believes that the delay was as a result of exceptional circumstances.

I've enclosed a copy of the Financial Ombudsman Service's leaflet which includes further information. Alternatively, you can visit its website at **www.financial-ombudsman.org.uk**

I've also enclosed a leaflet which provides further information on our complaint handling process.

Yours sincerely

Fred Cullen
Complaint Manager, Customer Services

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