



## **Customer and Stakeholder Engagement Formby, Chapel Lane**

On 19 January 2021 we announced the closure of 82 branches, including our branch at Formby, Chapel Lane. The following provides detail of the stakeholder engagement we have undertaken, and feedback received, since our announcement.

### **Customer and stakeholder contact**

On 29 March we wrote to all customers who either hold accounts at the branch, use it frequently or live nearby. 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, Bill Esterson, constituency MP, on 19 January to advise of our decision to close the branch and offered to meet to explain the reasons and how we would be supporting all of our customers during this period of change.

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

- Which?
- Age UK
- Citizens Advice
- Alzheimer's Society
- Post Office

On 29 March our Local Director additionally wrote to the following key local stakeholders to advise of our decision to close:

- Local Councillor, Maria Bennett
- Local Councillor, June Burns
- Local Councillor, Clare Carragher
- Local Councillor, Denise Dutton
- Local Councillor, Nina Killen
- Local Councillor, Michael Pitt
- Age UK
- Alzheimer's Society
- Citizens Advice Bureau
- Formby Parish Council, Claire Jenkins

We have published an Impact Assessment on our public website. We also made copies of the report available in the closing branch. The assessment includes 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. These reports can be accessed at [www.hsbc.co.uk/branch-finder](http://www.hsbc.co.uk/branch-finder).

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 Bill Esterson, constituency MP, and there has been no further correspondence.
- Customers have told us they are disappointed that the branch is closing however have said the team have provided excellent service and are very happy that the team in the branch are being redeployed to other local branches.
- Customers have been very pleased they can use the local Post Office to complete their banking following the closure. The team in the branch have supported customers to ensure they are aware of the services the Post Office offer and can access these following closure of the branch.
- We have identified a number of potentially vulnerable small business banking customers who regularly use the branch and we have contacted these customers to discuss suitable alternative ways to bank.

### **Follow up action taken**

- We have offered customers the opportunity to attend a HSBC@Home session focused on alternative ways to bank. HSBC@Home is our new digital education programme and has been designed to educate & upskill customers on a range of topics from digital tools and services to fraud and financial fitness. These sessions have been well received by our customers and many have attended.
- We have contacted the 3 local Post Offices to ensure they are aware of the closure of Formby, Chapel Lane and the services they can provide to our customers.

- We have started to migrate business customers requiring change to the local Post Office which is a short walk away from the branch, this has ensured a staggered approach leading up to the closure. Customers have been grateful for this.
- All staff in Formby, Chapel Lane have received tailored vulnerable customer training to upskill them in holding in depth conversations to support our customers in finding alternative ways to bank.
- 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 customer's specific circumstances for example, where they live or transport used. This has allowed us to provide our customers with information on the services that may be suitable for them such as local Post Office or digital options available through our app or online banking.
- As part of our Community Tablet Support Programme we have provided a customer with a tablet, the customer said how fantastic the support from HSBC was following the announcement of the branch closure.

### **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/ways-to-bank/>
- Contact us on 03457 404 404 (+44 1226 261 010 from outside the UK). Currently open 08:00 – 20:00 every day.
- Visit any HSBC UK branch (branch hours can vary so please check our website before you visit)

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

*Information correct at time of publication*