

Customer and Stakeholder Engagement Woking

On 15 March 2022 we announced the closure of 69 branches, including our branch at Woking. The following provides detail of the stakeholder engagement we have undertaken, and feedback received, since our announcement.

Customer and stakeholder contact

On 20th April 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 Jonathan Lord, constituency MP, on 15 March 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:

- Which?
- Age UK
- Citizens Advice
- Post Office
- HM Treasury
- Cash Action Group

On 19th April our Local Director additionally wrote to the following key local stakeholders to advise of our decision to close:

- Ayesha Azad, Lead Councillor
- Simon Ashall, Deputy Leader of the Council
- Max Sims, Local Post Office Manager
- James Chilton, Local Post Office Manager
- Woking Chamber of Commerce
- Woking Library
- Age UK Woking
- Alzheimers Society

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 Jonathan Lord Constituency MP and there has been no further correspondence.
- The Network Manager in the branch has spoken with the local Post Offices to the branch to ensure they are aware of the closure of Woking branch and the services they can provide to our customers.
- General customer sentiment was disappointment that the branch was being closed as some customers are not comfortable using digital channels. The staff within the branch have been actively supporting these customers and discussing alternative methods of completing transactions.

Follow up action taken

- All staff in Woking branch have received 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 customers specific circumstances, for example, where they live or 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
- 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

Information correct at the time of publication.

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- We have been proactively speaking to customers at the counter 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 before, we have explained the transactions that can be completed and supported customers to complete their banking using these channel at the branch.

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.