

Wendy Morton MP
Member of Parliament for Aldridge-Brownhills
House of Commons
London
SW1A 0AA

13 October 2016

Dear Wendy

Many thanks for allowing myself and two branch managers the time last Friday 7 October to go through the closure of our Brownhills branch.

Just to confirm the subjects we discussed:

We note your concern regarding the elderly and customers who may not be comfortable with our digital and telephone alternatives. Our personal customers can use the Post Office for cash withdrawals, cash deposits, cheque deposits and balance enquiries. Business customers with a debit card can also now withdraw and pay in cash, cheques and check their balances at the Post Office. Please also note that HSBC customers can use any Post Office counter in the UK to access these services and they are not limited to the one in Brownhills. To help with this process we have arranged a Post Office 'open day' in our branch on Monday 17 October, where representatives from the local Post Office will be present. This will help in respect of acquainting our customers with their services, as well as enabling them to meet the staff there in a more informal setting and in familiar surroundings. We are also running an open 'digital' day on Friday 28 October, where customers will be invited to bring their phone or tablet to the branch so that we can demonstrate our offerings, as well as provide assistance in uploading HSBC applications to their mobile device, if required. Both of these dates are being discussed with our customers on an individual basis but will also be advertised in our branch shortly. I must stress that these open days are available in addition to any support our customers may request, prior to or after, these dates.

We have a list of customers who are reliant on the branch, i.e. those who use only the Brownhills branch and are not registered for internet or telephone banking. We are making contact with these customers, either when they come into the branch or by telephone if we have not seen them for a while. We will check on an individual basis that they have made alternative plans and discuss their options in full. If you are aware of a customer who requires our assistance, as discussed, would you please let me know.

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Can I also reiterate that any HSBC customer can use any HSBC branch as if it was their home branch. This includes our Aldridge branch where staff will be happy to welcome them. There is no need for new sort codes or account numbers to be allocated and as such there will be no disruption to their banking service. In addition, HSBC customers can utilise all cash machines, irrespective of provider and provided the machine is 'fee free', HSBC will not make a charge for using them.

May I thank you once again for your time and should you require any further information, please do not hesitate to contact me.

Yours sincerely



Roy Lewis
Branch Transformation Manager

HSBC Bank plc

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