

Classification: Public

Dear Councillor,

I'm writing to let you know about the closure of the Halifax branch in Todmorden. It will be closing in September. However, a community banker will be provided to support our customers.

A community banker will have set hours in a space in the local area, such as a library. They will be there to spend time with customers helping them with their banking enquiries. We will be setting up this new service shortly – and we are happy to provide you with further information about it.

We will be writing to customers shortly, and I wanted to let you know as soon as possible.

Our customers are increasingly using online and mobile banking to manage their money. We have over 20 million digital users and visits to some branches have fallen by as much as 73pc over the last five years.

Since 2018, the number of customer transactions at this branch have fallen by around 50%. We have to respond to this changing behaviour.

We recognise our branches will continue to be important to some of our customers, alongside banking services available in the Post Office, and telephone, mobile and online banking services.

All customers who regularly use this branch will receive a letter with details of alternative ways to bank with us. We will also try and speak to our vulnerable customers, either in the branch or over the phone, and discuss how else we may be able to help.

I have attached information on how we reached this decision and how your constituents can access banking services and cash in Todmorden.

Our colleagues who work at the branch will be offered the chance to move to a role at another branch or in another part of our business.

Please contact me if you require further information about how we will be supporting customers ahead of the branch closing.

Yours Sincerely,

Conor Gaffney

Public Affairs Manager – North, Yorkshire and The Humber

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