

Closing Branch Review – Part 1

Portswood



Background

We continue to respond to our customers' changing needs. We now have over 13 million of our customers accessing services through Online Banking and over 9 million using our Mobile Banking app. Branches will remain vital in meeting customers' needs but we must continually review our network to make sure we have branches in locations where customers need and use them the most.

Our decision

Following a careful review, Portswood branch will close on 3rd October 2018. We have made the difficult decision to close this branch because customers are using it less often. In addition the majority of customers are also using alternative ways to bank.

How we made our closure decision

When we close a branch we complete a detailed impact analysis which will include:

- How customers currently use the branch.
- Changes to customer use of the branch.
- Current levels of service provided by the branch including branch opening hours, ATMs.
- Assessment and check of alternative ways to bank locally including their proximity and accessibility. This is confirmed by a visit.
- Assessment of public transport, availability and frequency.
- Impact on our customers including those who may need additional support.
- Whether we own or lease the branch building.

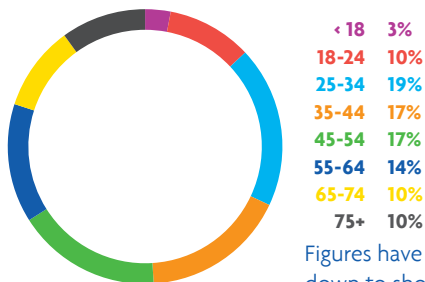
What this means for you

You can continue to use any other Halifax branches and the nearest alternative branch is the Bitterne branch.

This document includes a summary of our review and provides details of alternative ways to access banking.

Portswood branch customers

Age of personal customers using Portswood branch



Branch details

180-182 Portswood Road
Portswood
Southampton
SO17 2NJ

Monday 09:30 - 16:30
 Tuesday 09:30 - 16:30
 Wednesday 09:30 - 16:30
 Thursday 09:30 - 16:30
 Friday 09:30 - 16:30
 Saturday 09:00 - 13:00

Branch facilities:

Cash machine inside branch Yes	Cash machine outside branch Yes	Talking cash machine No
Level access to branch Yes	Self Service Zone or machines Yes	Counter service Yes

How customers are using this branch

22% of customers use the branch on a regular weekly basis

7 of our customers use the branch on a regular monthly basis

256 of our customers use the branch on a regular monthly basis

53% fewer personal customers use Portswood branch than a typical Halifax branch

22% fewer counter transactions	
6% more Self Service Zone or machine transactions	
16% fewer cash machine transactions	

Portswood customers are already banking in other ways*

72% use Portswood plus other Halifax branches

21% also use the Post Office®

69% use branch and Online Banking or Telephone Banking

*please refer to the Glossary of terms on page 3

Other ways for customers to do their everyday banking



Other branches nearby

You can use any other Halifax branch. To find your most convenient branch and their opening hours please search on the Branch Locator: www.halifax.co.uk/branchfinder/search.asp

Nearest – Bitterne

400-402 Bitterne Road
SO18 5RS
1.75 miles away

Cash machine inside branch	Cash machine outside branch	Talking cash machine	Level access to branch	Self Service Zone or machines	Counter service
Yes	Yes	No	Yes	Yes	Yes

Most used alternative – Southampton Above Bar

63-65 Above Bar Street
SO14 7DZ
1.91 miles away

Cash machine inside branch	Cash machine outside branch	Talking cash machine	Level access to branch	Self Service Zone or machines	Counter service
Yes	Yes	No	Yes	Yes	Yes

Other nearby branch – Shirley (Southampton)

6-7 Gordon Buildings
SO15 3LS
2.25 miles away

Transport

For nearest branch:

There are regular buses that run from Portswood to Bitterne with a journey time of about 35 minutes including a change in Southampton.

For most used alternative branch:

The Bus City Red 7 and the Bus Blue Star 2 run regularly from Portswood to Southampton with a journey time of about 15 minutes.



Other local banking services

Cash machines

We will not be maintaining our cash machine at the Portswood branch. Nearby free to use cash machines are listed below:

Nationwide Building Society – 178 Portswood Road, SO17 2AE
0.01 miles away

Sainsbury's – Portswood Road, SO17 2LB 0.06 miles away

Premier Brookvale Convenience – 19 Addis Square, SO17 2NE
0.12 miles away

To find your most convenient alternative free cash machine you can use ATM Link Locator: www.link.co.uk/atm-locator

PayPoint

A nearby PayPoint can be found at:

Newsmaster – 11 The Broadway, SO17 2WE

To find your most convenient alternative PayPoint you can use PayPoint Locator: www.paypoint.ie/locator

Post Office[®]

Personal customers can withdraw money or check their balance, as well as pay in cheques and money to their account at any Post Office[®] branch.

Nearest Post Office[®]

Portswood, 40-41 Addis Square, Southampton SO17 2NE

To find your most convenient Post Office[®] branch and its opening times please search on the Post Office[®] Locator: www.royalmail.com/cy/branch-finder

Our Online Banking, Mobile Banking and Telephone Banking services give customers 24 hour access to their accounts, 7 days a week. In your local area broadband services will be available from multiple suppliers.



halifax.co.uk



0345 739 4959



Mobile Banking app



Branch colleagues



Further help and support:

Please come in and see us in any of our branches or call us on 0345 739 4959.

Terms used in this document

To help you understand what the terms mean please use the table below.

Terms	Definition
Counters quieter or busier than a year ago	Rolling year on year % change in counter transactions
Customers using the branch on a regular weekly basis	The number of customers who transacted at the counter or Immediate Deposit Machine (IDM) in 48 out of 52 weeks in a 12 month period
Customers using the branch on a regular monthly basis	The number of customers who transacted at the counter or IDM in 11 out of 12 months in a 12 month period
Personal % comparison to a typical branch	The percentage of Personal customers using the named branch compared to the average number of Personal customers using a typical Halifax branch
Personal only use this branch and others	The proportion of branch using Personal customers who have also used a different branch in the last 12 months
Personal use branch and Online or Telephone Banking	The proportion of branch using Personal customers who have also used Online Banking or Telephone Banking in the last 6 months
Personal also use Post Office®	The proportion of branch using Personal customers who have transacted in the Post Office® in the last 12 months
Closest branch distance	Based on the road distance between the closing and next closest branch. Source: Mapinfo – this software package measures distance between postcodes
ATM distance	Measured on a straight line 'as the crow flies' basis between postcode of the closing branch and postcode of cash machine.

All data collated and validated as at 1st December 2017.

Lloyds Banking Group is a signatory to the Access to Banking Standard and the result of our local community engagement will be published in Part 2 of this document before the branch closes.

If you'd like this in another format such as large print, Braille or audio CD please speak to a colleague in branch, your Relationship Manager or contact us on 0345 739 4959.

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