

Town Clerk | Swaffham Town Council

From: Town Clerk | Swaffham Town Council
Sent: 06 January 2022 12:41
To: [REDACTED]
Cc: Reception | Swaffham Town Council
Subject: RE: Contact via Hugo Fox - TSB Bank Closure

Dear [REDACTED]

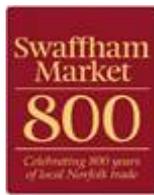
I acknowledge your e-mail recently received via our website regarding the closure of the TSB Branch in Swaffham.

The closure timetable was discussed by the Town Council at their December meeting and unfortunately, as with others before them such as Barclays and Nat West, the Council conclude that these are business decisions taken by the banks far away from Swaffham. The only issue under discussion was whether to respond to a press article on the same subject, or to the TSB direct, and the Council decided that no response should be made.

I have placed your letter on the agenda for the Town Council meeting next week, as a 'campaign/fight' against the closure has not been discussed by the Council. If there is anything you wish to add, please do let me know. I will let you know the outcome of whether the Town Council support your campaign after the meeting next Wednesday.

Best regards,

Richard Bishop
Town Clerk



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Contact from HugoFox.com

Dear Swaffham,

You have received the following message from [REDACTED]

Hello, Please take the time to read this email and know that I am willing to invest time and support - it is not simply a cry for others to act. I heard today that TSB will be closing their Swaffham branch on the 24th May 2022. This is the last bank left in Swaffham and I would really like to fight to keep it open. Many of us, including myself, bank on line but there are many things that we cannot do without a physical branch and driving to Dereham or King's Lynn is not truly viable alternative option. Cash cannot simply be banked at the Post Office, POFS only accept whole bags of change rather than any cash you have. Bank mandate changes for charity or business accounts cannot be managed on-line. If a charity account has to be closed so that a nearer bank can be accessed new charity accounts are not being offered and so charities incur bank charges on business accounts. I can go on listing but there are 3 tangible reasons for a start. I read the Barclays closure report and that was simply untrue. It claimed less than 7 transactions were taking place on average a day - I was rarely in a queue of less than 7. The TSB report states "with only 3 customers visiting the branch regularly, 1 of which use the branch and no other channel." This is very misleading, it is the number of transactions per day/hour irrespective of customer that is important and also what those transactions are. We need to fight for our bank branches and help them provide the services that they need to give us in a cost effective way for them not let them just walk away. Best wishes [REDACTED]

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team@hugofox.com.

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