



Clydesdale
Bank

| Branch Review

We're closing but we're still here to help

A guide to accessing our
banking services after we close

Closing branch: Aboyne, Ballater Road, Aboyne, AB34 5HT

Closing branch opening hours: Monday to Friday: 9.15am-4.30pm (except closed for lunch daily 12.30pm-1.30pm)

Branch closure date: Wednesday 17th May 2017

New account holding branch: Banchory, 38 High Street, Banchory, AB31 5SR

New account holding branch opening hours: Monday to Friday: 9.15am-4.30pm plus Saturday: 9.15am-4pm

Over the next few months we will continue to work with our customers and the community to ensure appropriate services are in place to support our customers' banking needs and ensure there is sufficient access to local banking services.

The outcome of this activity will be provided to our customers and wider community members in advance of the branch closure.

Branch closure impact assessment

Background

Like other banks and high street retailers we are seeing a shift in the way customers choose to do business with us. There has been a major change in the way most customers now choose to access banking services and more often customers are using telephone, internet and mobile channels to do day to day banking.

As a result the number of transactions which take place in branches is falling year on year.

The way in which customers use the branch is also changing. More and more customers access the branch when they want to speak with us about a significant life event such as applying for a mortgage or arranging an overdraft.

Our branches remain a vital part of what we do. However, in this fast changing environment it is important that we are able to continue investing in our network, making sure that branches meet the needs of our customers offering the right mix of service, convenience and advice.

As a result, we have had to take the difficult decision to close a number of branches including Aboyne branch. This decision has been reached after considerable thought and analysis which includes input from local management.

Considerations

During the process of deciding whether or not to close a branch we have considered a number of different things. As well as use of the branch, we looked at how local customers, including potentially vulnerable groups and business customers, will be able to continue to access banking facilities after the branch closes. These include:



Overall number of customers visiting the branch



The number of other Clydesdale Bank branches in the area



The distance to the nearest Clydesdale Bank branch



Change in the number of banking transactions taking place in the branch



Position of the current lease on the branch



ATM availability



Availability of banking services at the local Post Office



Public transport links to the account holding/nearest branch



Availability of alternative channels such as telephone, internet and mobile



Access to other banks in the local area

↔ Distances to local services

Distance to our nearest branches

<http://www.cbonline.co.uk/personal/online-locator/>

12.4 miles

Banchory
38 High Street,
Banchory, AB31 5SR

29.8 miles

Inverurie
26 West High Street,
Inverurie, AB51 3SL

27.0 miles

Aberdeen, Mastrick
2 Greenfern Place,
Aberdeen, AB16 6JR

29.6 miles

Dyce
Victoria Street, Dyce,
AB21 7AX

Distance to Post Offices*

0.11 miles

**Unit 3 Northside,
Station Square, Aboyne,
Aberdeenshire,
AB34 5HX**

Full service - all
transactions

Competitor sites in
current location?

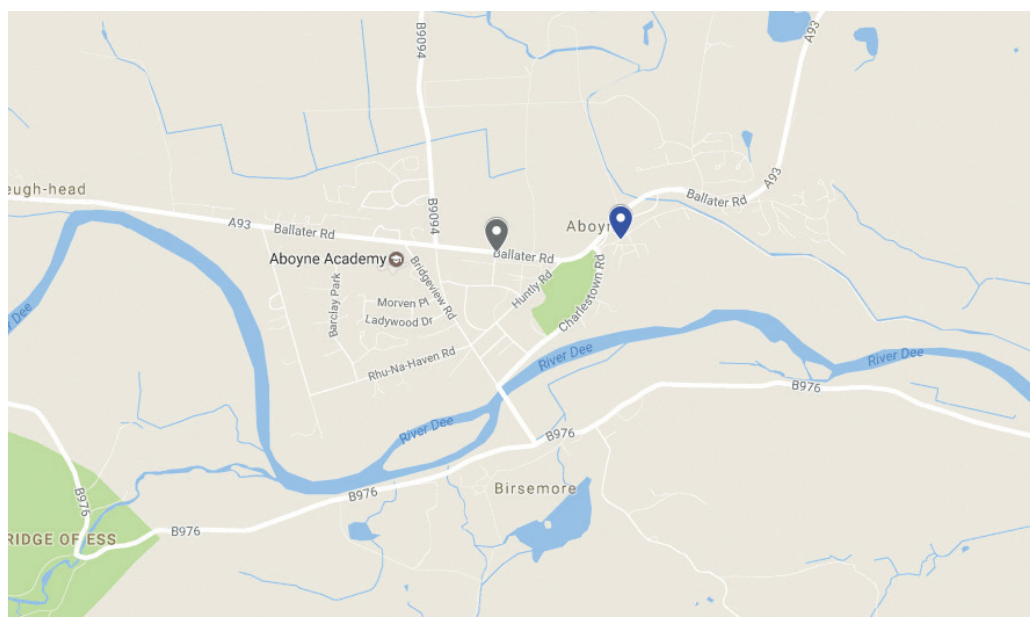
Yes



Nearest Link ATM

0.1 miles**

* <http://www.postoffice.co.uk/branch-finder> ** <http://link.co.uk/atm-locator/>

Other places you can bank locally



-  Closing Branch
-  Nearest Post Offices

Further copies of this impact assessment as well as others, can be found on our website, in branch or requested by calling us. Our contact details are:

Ballater Road, Aboyne, AB34 5HT • T: 0800 345 7 365 • www.cbonline.co.uk/impactassessment



Local information

Aboyne is a small rural town outside of Aberdeen. Clydesdale Bank is located in the town centre alongside local businesses.

Reasons that influenced the decision to close the branch:

↓ 8%

The number of banking transactions being completed at the branch is well below our branch average and is falling by around 8% per year.



Combined with this the branch is in need of significant investment and we have considered the costs of upgrading against potential future usage

4 

We have four alternative branches, two of which are open six days a week, within 30 miles of the branch.

There are also a number of other channels available to customers.

- The local Post Office is nearby on Station Square and provides personal and business customers with an alternative way to do their day to day banking transactions such as cash withdrawals and paying in cash and cheques.
- There are several free to use ATMs within the area.
- Our internet, telephone and mobile banking channels allow customers to complete the majority of day to day banking transactions such as balance checks, view transactions, transfer funds between accounts, pay bills and cancel or amend regular payments.
- Customers are also able to use our mobile apps to make external payments through a number of different options such as Paym and we are continuing to invest in our digital banking services with the first phase of online account opening for our internet channel recently introduced. Further features will be released soon.
- Should a customer wish to use a branch for general advice or to discuss a product, Banchory branch is approximately 12 miles away and there are a further three branches within 30 miles.
- Information on our products and services is also available through our telephone banking service between the hours of Monday – Friday 8am-8pm, Saturday 9am-5pm and Sunday 10am-4pm.
- Another bank branch remains in the town.