

LLOYDS BANK

19 April 2018

Group Executive Complaints
Customer Services
Lloyds Banking Group
BX1 1LT

23 APR 2018

Mr Greg Burt
Clerk to the Council
Billingshurst Parish Council
Billingshurst Centre
Roman Way
Billingshurst
West Sussex
RH14 9QWDirect Dial: 0800 068 4736
PIN: 1580597
Email: simeon.brown@lloydsbanking.com

Dear Mr Burt

I would like to thank representatives of the Parish Council for taking the time to meet with Darryl Christian, Bank Manager at our Billingshurst branch. Mr Christian noted a number of questions that were posed during the meeting, and I have been asked to respond on behalf of the Bank.

For clarification, the site of our Billingshurst branch is leased. The lease break was served in January 2018 and under the terms of the lease break we will have fully exited the branch and ceased all commitments by 10 July 2018.

The branch premises will be decommissioned in May, when the branch closes. I can confirm that we will ensure the necessary repair and maintenance is taken care of, under the lease terms, until expiry of the lease.

With regard to the car park, our plan is for it to be closed when the branch closes, until the lease expires. The car park will need to remain closed in order to prevent unauthorised access, which could lead to potential health and safety issues, as well as vandalism.

For clarification, Lloyds Banking Group only maintains ATMs on branch premises. Therefore, once the branch is closed, I am afraid we would not maintain an ATM at the site. Regarding the possibility of an ATM being installed at the Post Office, that could be the subject of discussions involving the Parish Council and the Post Office, as I am aware that a number of Post Offices do indeed have an ATM. There is in fact a free-to-use ATM 0.07 miles away from our Lloyds Bank branch at Sainsbury's, 62 High Street, RH14 9NY.

Thank you once again for taking the time to meet with us. If you require any further information please do not hesitate to contact me.

Yours faithfully

Simeon Morrison Brown
Manager