

# Impact Assessment Update 27.07.2022

As part of our adherence to the Access to Banking Standard, we give a commitment to update customers and stakeholders on any feedback that has been provided since the announcement of the branch closure and withdrawal of the external cash machine.

The original impact assessment has now been updated and is available online (at [www.danskebank.co.uk/branchchanges](http://www.danskebank.co.uk/branchchanges)) and hard copies will continue to be available for customers in our branches up to and after the branch closure.

We appreciate the closure date is approaching, and you may want to speak to a member of staff to discuss your future banking arrangements. We also want to remind customers and stakeholders that even after the branch closes and the external cash machine is removed on 16 September at 12.30pm, there is still support and assistance available for any issues or concerns you might have, or any questions you might need to ask us. You can continue to contact us to address any queries or questions:

- By phone: Using our dedicated phone line for queries, **0345 601 0089** (line is open 8am-6pm Monday-Friday and 9am-5pm Saturday and Sunday);
- In branch: You can use any Danske Bank branch, and speak to any of our colleagues who can assist you. Until closure, our Kilkeel team will be on hand to help you and after that, your nearest alternative branch will be Newry; and
- Online: Through our Secure Mail function on eBanking or through your Mobile Bank app.

## Customer engagement

Eighteen weeks before the closure date, we sent letters to impacted customers. In these letters, we detailed our decision to close the branch, included alternative ways to bank with us and shared alternative services (including the Post Office, other Danske Bank branches and free to use cash machines). On the day of the announcement, we also displayed this decision to close in posters and countertop notices in Kilkeel branch.

We recognised the need for some of our customers registered to Kilkeel who may require different forms of communications. Two large print letters were created and sent to Kilkeel customers and proactive phone calls were made as required by branch staff. We also provided an audio version of the letter and Impact Assessment for a customer who required it.

In Kilkeel branch, we've been proactively engaging with customers both by phone and at the counter, to discuss our online and mobile banking options, services offered by the Post Office, cash machine services, banking on the telephone and raising awareness of fraud and scams in order to help support our customers. You can find more information on our alternative ways to bank in this document, on page 8 and 9 and our staff will be happy to demonstrate our online banking should you need a little further support in this area

Hard copies of our Step by Step banking guide [db-step-by-step-guides-bank-from-home.pdf \(danskebank.co.uk\)](#) continue to be available for customers online (in our Help section) and to take away in our branches - these can be requested up to and after the closure, and can also be posted to you if requested. Alongside that, on 24 August we will host a 'Personal Banking - Ways to Bank Webinar' for any customer to attend and find out more about the alternative options to bank, find out more and register now at: <https://na.eventscld.com/ehome/index.php?eventid=686573&>. This is a good opportunity for customers to improve their confidence in the alternative services available, and to engage with our staff and ask questions during the event.

Since the announcement of closure, texts and emails have been sent to customers who have used the external cash machine between 1 October 2021 - 31 March 2022 to inform them that the service will be removed. Messages were sent to customers who had used the machine three times or more in that time frame, customers we have identified as requiring additional support were sent a message if they used the machine once in that time frame.

Our Kilkeel branch will also be hosting a Post Office information session at the branch, with representatives of the local Post Office attending to share details on ways to bank at the Post Office. This will be at Kilkeel branch from 10am-4pm on 16 August - you can find out more from our staff in Kilkeel branch and posters are on display with details.

## Community and stakeholder engagement

On the day we announced the decision to close Kilkeel branch, we also proactively contacted local stakeholders to let them know about the closure, share alternative services and provide an opportunity for them to discuss our decision with us.

We contacted (by phone and/or email):

Local MP – Chris Hazzard

Local MLAs – Diane Forsyth, Sinead Ennis, Cathy Mason, Patrick Brown, Colin McGrath

Local Councillors – Leeanne McEvoy, Michael Rice, Willie Clarke, Laura Devlin, Glyn Hanna, Harold McKee, Henry Reilly

Retail NI, Federation of Small Businesses NI, Consumer Council, UK Finance NI, NI Chamber of Commerce.

We informed the Post Office of the closure, so they were aware that their nearby branches may see more customers completing banking transactions there.

We also made contact with our partners Age NI and Hourglass NI to discuss the changes and the potential impact on their service users and how we can support.

Locally, Kilkeel branch colleagues and customer relationship managers also proactively contacted and met with regular customers including addressing any queries in Branch and through visits to homes and premises, and contacting community organisations about the closure and alternative options. These included:

- Eighty-five customers.
- Kilkeel Post Office.
- Local schools – including St. Colman's Primary School, St. Louis Grammar School and Kilkeel High Schools (where we will follow up to organise delivery of our Money Smart financial literacy programme in September 2022).

## Community and stakeholder feedback

**Comment:** A number of political contacts expressed disappointment at the branch closing.

**Action:** We discussed the impact on staff, the alternative ways of banking and the support available to customers from announcement to closure date, and beyond.

## Customer feedback:

**Comment:** A number of business customers expressed disappointment at the branch closure.

**Action:** We discussed on the phone, and met in person with some customers, the alternative ways to bank with customers, including our online banking platform District, alternative branches, as well as the Post Office service available to all customers.

**Comment:** We had three complaints from customers about the closure of Kilkeel branch. The customers mentioned disappointment in the branch closure and dissatisfaction in using the Post Office or online banking.

**Action:** The complaints were processed by our Customer Resolution Team, as part of their usual process. We explained the alternatives to our customers from the Impact Assessment, giving detail on the Post Office and alternative ways to bank with us.