

Danske branch closure impact assessment

Closing Branch
353 Lisburn Road, Belfast, BT9 7EP

Information accurate at date of publication 15/02/19

Danske | Bank

Consumer and business behaviour in an increasingly digital world is changing the face of traditional banking.

Many customers are choosing to use more convenient ways to bank, such as digital and banking on the telephone. Alongside these alternative ways to bank we also have a range of services available to our customers through the Post Office®.

Danske Bank continues to invest in delivering first class banking services for consumers and businesses in Northern Ireland, however it only makes sense – as a modern, progressive bank – that the priorities for that investment will adapt and change. Some branches are being used significantly less frequently than they were in the past.

This review outlines details that have been taken into consideration regarding the decision to close Lisburn Road branch and on Friday 24 May it will be updated further to also include details of the efforts we have taken to engage with our customers and the local community in the Lisburn Road area.

Danske Bank continues to invest in delivering first class banking services for consumers and businesses in Northern Ireland

Closing Branch

353 Lisburn Road, Belfast, BT9 7EP

CUSTOMER PROFILE



96%
PERSONAL
CUSTOMERS



4%
BUSINESS
CUSTOMERS

BRANCH FACILITIES



Counter

YES



Internal ATM

NO



External ATM

YES

Self Service Machines

NO

OF THE CUSTOMERS WHO ACTIVELY USE THIS BRANCH

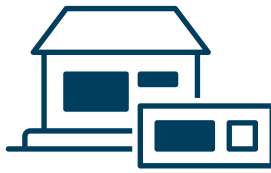


45%



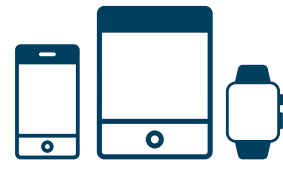
also use other branches
in our network

55%



only use this
particular branch

60%



also already use our
digital channels



AGE PROFILE OF PERSONAL CUSTOMERS AT THIS BRANCH

AGE <18

3%

AGE 18 - 27

13%

AGE 28 - 49

33%

AGE 50 - 64

27%

AGE 65+

22%

NEAREST DANSKE BANK BRANCHES



UNIVERSITY ROAD

Belfast, BT7 1ND

 **1.1 MILES AWAY**

DONEGALL SQUARE WEST

Belfast, BT1 6JS

 **1.9 MILES AWAY**

KENNEDY CENTRE

564 Falls Road, Belfast, BT11 9AE

 **2 MILES AWAY**

FORETSIDE SHOPPING CENTRE

Upper Galwally, Castlereagh, Belfast, BT8 6FX

 **2.7 MILES AWAY**

KNOCK

520 Upper Newtownards Road, Belfast, BT4 3HD

 **5.5 MILES AWAY**

LISBURN

62 Bow Street, Lisburn, BT28 1YS

 **7 MILES AWAY**


*All branches are accessible via public transport from Belfast city centre.


NEARBY POST OFFICE® - 0.4 MILES


322 Lisburn Road,
Belfast, BT9 6GH
Monday to Saturday
7am - 11pm
Sunday - Closed




CLOSEST ALTERNATIVE SERVICES

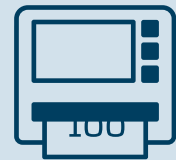
-  **Bank of Ireland**
364 Lisburn Road, BT9 6GL 0.2 miles away


-  **Ulster Bank**
91 University Road, BT7 1NG 0.8 miles away


-  **First Trust**
36 University Road, BT7 1NH 1 mile away


-  **Danske Bank**
University Road, BT7 1NG 1.1 miles away


NEARBY FREE TO USE CASH MACHINES




-  **Royal Bank of Scotland**
339 Lisburn Road 0.03miles

-  **Cardtronics**
406 Lisburn Road 0.2 miles away

-  **Bank of Ireland**
364 Lisburn Road 0.2 miles away

-  **Danske Bank**
28 Malone Road 0.6 miles away

-  **Danske Bank**
252 Tates Avenue 0.7 miles away

BROADBAND AVAILABILITY WITHIN THE AREA OF OUR LISBURN ROAD BRANCH

BT9 7EP	Availability	Highest available download speed	Highest available upload speed
Standard	✓	18 Mbps	1 Mbps
Superfast	✓	80 Mbps	20 Mbps
Ultrafast	✓**	350 Mbps	20 Mbps

*Source OFCOM online broadband checker 02/2019

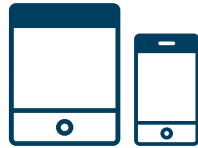
**broadband packages in this category are available to some, but not all premises in the selected postcode

To check broadband services that relate to different postcodes, please visit checker.ofcom.org.uk

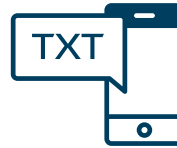
OTHER WAYS TO BANK WITH DANSKE BANK



EBANKING



MOBILE/TABLET
BANKING



TEXT
MESSAGING



TELEPHONE
0345 736 5024



More information can be found at danskebank.co.uk/waystobank

