

Branch review

The way people do their banking is changing, with over 12 million of our customers choosing to access services through Internet Banking and over eight million using our Mobile Banking app. So, while our branches still play a vital role in meeting our customers' needs, particularly those with more complex requirements or who prefer to meet face-to-face, we must continually review our network to make sure we have branches in locations where customers want and use them the most.

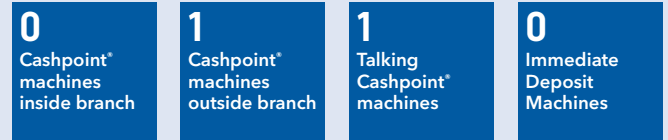
Following a careful review of branches in the local area, Edinburgh, Goldenacre branch will close on 16 October 2017. We have made the difficult decision to close this branch because of the changing way customers choose to bank with us, which has resulted in customers using it less often. You can continue to use any other Bank of Scotland branch, including the nearby Edinburgh Greenside branch which, alongside other ways to access banking, allows us to serve the local area.

This document includes a summary of our review and details of alternative ways to access banking.

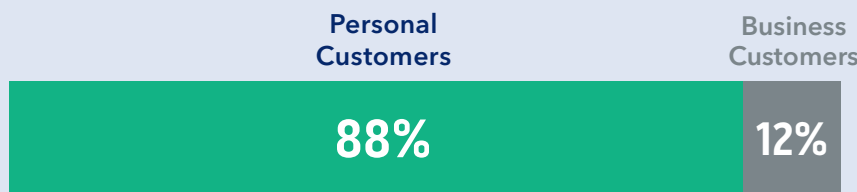
Edinburgh Goldenacre

Monday	10:00-16:00	Address:
Tuesday	Closed	5 Montagu Terrace
Wednesday	10:00-16:00	Edinburgh
Thursday	Closed	EH3 5QX
Friday	10:00-16:00	
Saturday	Closed	

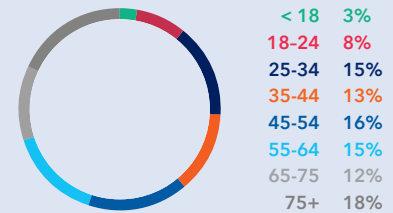
Edinburgh Goldenacre branch facilities



Edinburgh Goldenacre branch customers



Age of personal customers using Edinburgh Goldenacre branch



Figures have been rounded up or down to show as whole numbers

How customers are using this branch

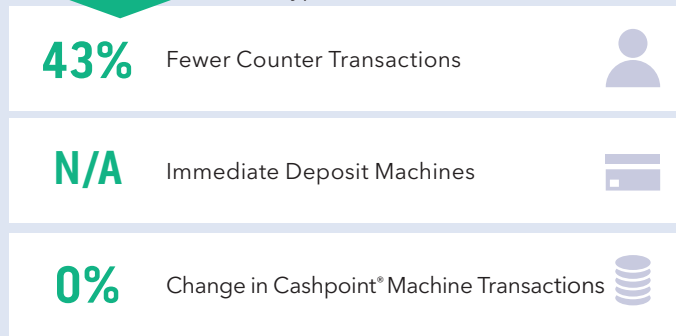
46% Counters at Edinburgh Goldenacre branch are 46% quieter than a year ago

2 Customers use the branch on a regular weekly basis

102 Customers use the branch on a regular monthly basis

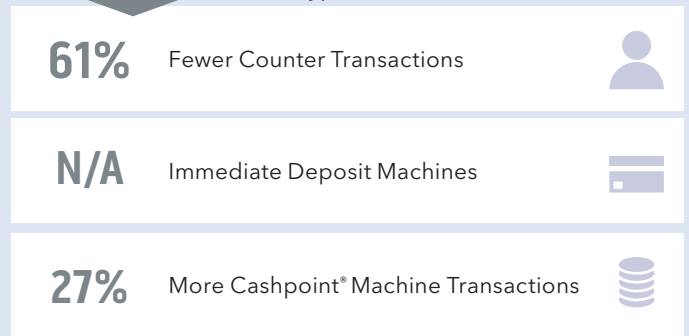
Personal Customers

65% Fewer personal customers use Edinburgh Goldenacre branch than a typical Bank of Scotland branch



Business Customers

52% Fewer business customers use Edinburgh Goldenacre branch than a typical Bank of Scotland branch



Edinburgh Goldenacre customers are already banking in other ways

Personal Customers



Business Customers



Other ways for customers to do their everyday banking



Other branches nearby

Edinburgh Greenside

6 Picardy Place

1.32 miles away

Edinburgh Comely Bank

43 Comely Bank

1.46 miles away

Edinburgh George Street

75 George Street

1.64 miles away

Leith

13 Newkirkgate

1.73 miles away

Transport

There are regular buses (every 10/20 minutes), Lothian Buses service 27 then 47. Journey time is 25 minutes approx.

Driving takes around 20 minutes.



Other local banking services

Free Cash Machine

Lifestyle Express, 19 Montagu Terrace - 0.06 miles away

Granton Road Mini Market, 56 Granton Road - 0.31 miles away

Scotmid, 137 Granton Road - 0.46 miles away

Post Office, 55A Boswall Drive - 0.54 miles away

Sainsbury's, 83 Craighall Road - 0.60 miles away

Paypoint

Costcutter, 58-59 Inverleith Row

Post Office®

Personal customers can withdraw money or check their balance at any Post Office® branch.

Nearest Post Office® Address:

Boswall Drive, 55a Boswall Drive, Edinburgh EH5 2BE

Post Office® opening hours:

Monday	06:00-18:00	Friday	06:00-18:00
Tuesday	06:00-18:00	Saturday	06:00-18:00
Wednesday	06:00-18:00	Sunday	07:00-13:00
Thursday	06:00-18:00		

All measurements are based on postcodes.

Personal Customers

bankofscotland.co.uk

0345 780 1801

Mobile app

Our Internet Banking, Mobile Banking and Telephone Banking services give customers 24 hour access to their accounts, 7 days a week. In your local area broadband services will be available from multiple suppliers.

Business Customers

Cash & cheque collection services

bankofscotland.co.uk/business

Telephone banking services

Mobile app

Bespoke on-line services

All data collated and validated as at 1st February 2017.

For further help and support please contact either colleagues in our branches, your relationship manager or contact us on 0345 780 1801. This document will be updated ahead of branch closure with the results of our customer, stakeholder and local community engagement.

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