

GREG SMITH MP
BUCKINGHAM CONSTITUENCY



HOUSE OF COMMONS
LONDON SW1A 0AA

Mr Charlie Nunn
Chief Executive, Lloyds Bank
Lloyds Bank
25 Gresham St.
London
EC2V 7HN

Wednesday 23rd March 2022

Dear Mr Nunn,

I was sorry to learn of the intention to close the Buckingham branch of Lloyds bank in September 2022.

Many individuals, businesses, charities and community groups still rely on branches and Lloyds are deeply irresponsible to be closing this one.

Whilst I appreciate the need for the bank to ensure that it adjusts for changes in customer behaviour and to reposition its business model in the light of the times in which we live, I wanted to write to you to set out a few of my primary concerns on behalf of my constituents.

Buckingham is a growing market town in my constituency. Lloyds is currently the only bank in Buckingham. Buckingham has a number of local shops and businesses, and needless to say, the local Lloyds branch is of great assistance to local businesses.

A significant proportion of the current population is elderly, and are not familiar with internet banking, and a number of local community groups, who also do not have access to internet banking use the Lloyds: closure of the branch will cause significant difficulties in their access to banking services.

I have been informed by constituents about the excellent customer standards which the staff in the branch have always shown, and the very good links they have built with local people and businesses: closing the branch will have a detrimental impact on the local community and on the corporate image of Lloyds.

Barclays Bank in Buckingham was closed last year, another bank closure is unacceptable.

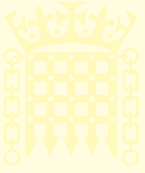
I do not believe that the data presented on the proximity and ease of access of alternative Lloyds branches, in Brackley and Bicester, is an accurate representation of the reality of travel and transport links, and that access to those branches will not be reasonable for the majority of existing customers, particularly those who come into Buckingham from surrounding villages to use the facilities.

Constituency office: **34 Buckingham Road, Winslow, Buckinghamshire, MK18 3DY**

telephone: **020 7219 4287**

email: **greg.smith.mp@parliament.uk**

web: **www.gregsmith.co.uk**



I do not accept that the Buckingham Post Office branch will be able to satisfy the needs of Lloyds customers as promised: PO customers frequently have to queue outside on the street already.

I trust you understand my concerns over the impact this proposal will have on my constituency, particularly as it works to recover from the social-economic effects of Covid and the cost of living crisis, and will take this opportunity to review your decision.

I would like to ask for your personal involvement so that we can work together to find a viable solution that meets both the needs of the local community and Lloyds Bank

Yours sincerely,

A handwritten signature in blue ink that reads "Greg Smith".

Greg Smith MP
Member of Parliament for Buckingham