

James Cliffe  
Head of Business Banking  
HSBC  
8 Canada Square  
Canary Wharf  
London  
E14 5HQ

13<sup>th</sup> March 2017

Dear James,

**Re: Kirkbymoorside Bank Branch Closure**

As you will already be aware, the Federation of Small Businesses (FSB) has publicly expressed its disappointment at HSBC's decision last month to close a further 62 of its local branches across the UK. It adds to a wave of branch closures by the big banks in recent years, leaving many smaller businesses unable to access the counter services they need, including basic functions such as depositing cash takings.

Following discussions between yourself and Martin McTague, FSB's Policy Director, you will also be aware that we are particularly concerned over the closure of HSBC's Kirkbymoorside branch. We believe the impact for small businesses customers will be severe and that existing alternative routes, such as the local Post Office and a standalone ATM, provide insufficient access to banking.

Most importantly, Kirkbymoorside and the surrounding communities will be left without access to any bank whatsoever, meaning some customers will have to travel to as far as York to carry out their banking. As HSBC's own initial impact assessment detailed, this is a 25.9 mile journey – or a 51.8 mile round trip. This is a day's journey and in no way can be construed as anything other than a major barrier towards access to banking services.

Given the impact this will have on the local community, it is imperative HSBC take proactive steps to support affected customers, and go beyond a basic tick box exercise necessitated through your adherence to the Access to Banking Protocol.

FSB therefore asks that HSBC conducts the following activities as soon as possible ahead of any final decision on the proposed closure:

1) Ensure the following stakeholders (listed in appendix) are included in any engagement exercise HSBC undertakes as part of a broader impact assessment into the effects of closing the Kirkbymoorside Branch. Please note this is not an exhaustive list and should not be used as such, but those who have contacted us regarding the closure and are willing for us to give you their names (contact details upon request). Following receipt of the consultation FSB North Yorkshire will correspondingly ensure that the businesses who have contacted us, but

did not give consent to share their details, who wish to be engaged with the consultation are contacted.

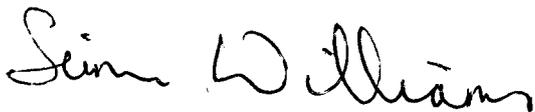
2) A Review is conducted into whether HSBC could retain an ATM in Kirkbymoorside following the branch closure, as well as the provision of an enhanced cash collection service. This would ensure the impacts towards small business access to banking were mitigated.

3) HSBC Can investigate the provision of change cards for effected business customers. This would further help to mitigate the impact on small business customers.

4) HSBC can investigate working with the CAF to ensure that the post office services are also available to the CAF (whose banking is provided by HSBC)

We look forward to receiving your response on these proposals. Please note we will be placing this letter and any response we receive in the public domain.

Yours sincerely,



Simon Williams  
FSB North Yorkshire Regional Chairman

### **Appendix - Stakeholder List**

Please note this is not an exhaustive list and should not be used as such, but those who have contacted us regarding the closure and are willing for us to give you their details (contact details upon request). Following receipt of the consultation FSB North Yorkshire will correspondingly ensure that the businesses who have contacted us, but did not give consent to share their details, who wish to be engaged with the consultation are contacted.

- Kirkybmoorside Town Council
- Kevin Hollinrake MP
- Baroness Anne McIntosh of Pickering
- Appleton Le Moors Women's Institute
- Scarborough and Ryedale Mountain Rescue
- Ryedale District Council
- Helmsley in Business
- Kirkbymoorside Town Brass Band
- York North Yorkshire and East Riding Local Enterprise Partnership
- Cllr Chris Dowie – Resident and Town Councilor
- Cllr Janet Frank – Resident and Ryedale District Councilor
- Emma Woods – Local business
- Jim Butler – Local business
- Federation of Small Businesses