



Media Release

18 January 2017

Clydesdale Bank Announces Changes to Branch Network

In September 2016 CYBG PLC, the parent company of Clydesdale Bank, announced that its branch network would be reducing as part of the Bank's strategy to create a truly integrated digital, mobile, telephone and branch service for its customers.

Following last year's announcement, Clydesdale Bank has today confirmed that it will close 40 branches in 2017.

Since 2011, the number of customers using their bank for day-to-day transactions across the banking industry in the UK has fallen by a third¹. This ongoing decline in branch usage, married to a sharp and sustained increase in digital and mobile engagement, has driven a shift to providing greater access to day-to-day banking services remotely, on the move and outside of normal business hours. The Bank continues to reshape its service offering in response to these changing needs.

To support this transformation the Bank is committing £350m over the next two years, embracing digital innovation while continuing to invest in a more sustainable branch network to deliver a superior customer experience. The benefits of this approach can already be seen through a significantly enhanced digital offering, a programme of new flagship branch openings and refurbishments.

The Bank's first priority is to our customers and we will be working extensively with impacted customers, local communities and relevant stakeholders to ensure that the transition to their new branch is as smooth and as sensitive as possible, particularly where vulnerable customers are concerned.

It is also the Bank's intention to try to find roles for frontline branch staff either within other branches or elsewhere in the Bank, wherever possible. However, there will inevitably be employee number reductions as a result of these changes. We anticipate that around 200 Clydesdale Bank staff will be at risk of redundancy and subject to our redeployment process. All employees affected by these changes will be fully supported through the process.

Gavin Opperman, Customer Banking Director, Clydesdale Bank, said:

"While the decision to close any branch is never an easy one, it is important that we, in line with other banks operating in the UK market, continue to respond to changes in the way customers want to bank with us.

"The changes announced today continue our journey towards a model that combines an enhanced digital platform with a right sized branch network; allowing customers to interact with us through a wide range of channels – mobile, online, telephone, in-branch – whenever and however they want."

The Bank will be working with customers to support them through the change. Branches in Scotland affected by the closure are listed below along with alternative banking options.



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Posters will be placed in each affected branch advising customers of the impending closure. Written notification will be sent at least 12 weeks before any branch closes providing details to customers on the alternative ways of continuing to manage their accounts, including nearest branches, ATMs and Post Office counters - which Clydesdale Bank customers can use for day-to-day banking.

The branch closures, combined with our significant investment programme, are core components of the Bank's strategic priorities of driving sustainable customer growth, building a more efficient Bank and optimising the Bank's use of capital.

Branches	Closure date	Nearest Branch	Distance to Nearest Branch	Distance to Post Office	Nearest LINK ATM
Aberdeen Riverside	31-May	St Nicholas	0.80	0.5	0.04
Aberlour	22-May	Keith	14.60	0.01	0.02
Aboyne	17-May	Banchory	12.40	0.1	0.1
Alloa	04-May	Stirling	7.60	0.2	0.1
Banff	09-May	Turriff	11.30	0.3	0.01
Bathgate	25-May	Livingston	6.10	0.1	0.06
Bearsden	02-May	Milngavie	2.30	0.01	0.03
Beith	13-June	Paisley	12.80	0.2	0.09
Bellshill	18-May	Motherwell	3.60	0.1	0.03
Brechin	16-May	Montrose	8.40	0.01	0.06
Buckie	10-May	Keith	13.20	0.01	0.01
Cambuslang	08-June	Shettleston	3.00	0.1	0.05
Castle Douglas	25-April	Dumfries	17.70	0.01	0.1
Cumnock	24-April	Ayr	15.50	0.01	0.7
Dalkeith	20-April	Musselburgh	4.60	0.1	0.04
Dunoon	12-June	Greenock	9.00	0.5	0.05
East Kilbride, Stuart St	30-May	East Kilbride	1.70	0.01	0.03



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Edinburgh Leith Walk	21-April	Edinburgh George St	1.7	0.3	0.03
Edinburgh University	19-April	Edinburgh George St	2.8	0.3	0.04
Forfar	01-June	Dundee	13.80	0.1	0.01
Fraserburgh	08-May	Peterhead	17.70	0.01	0.02
Giffnock	15-June	Shawlands	1.90	0.01	0.03
Glasgow, Aikenhead Road	24-May	Shawlands	1.60	0.01	0.01
Glasgow, Bath Street	12-May	Head Office	0.80	0.01	0.01
Glasgow, Charing Cross	05-May	Hillhead	1.10	0.2	0.1
Grangemouth	27-April	Falkirk	3.00	1	0.11
Johnstone	14-June	Paisley	3.70	0.1	0.03
Leith	18-April	Edinburgh George St	2.40	0.01	0.01
Leven	02-June	Glenrothes	7.40	0.1	0.03
Mintlaw	11-May	Peterhead	8.90	0.2	0.16
Renfrew	07-June	Paisley	3.00	0.01	0.04
Rosyth	16-June	Dunfermline	3	0.2	0.06
Rothesay	09-June	Largs	13.5	0.1	0.06
Saltcoats	05-June	Irvine	7.1	0.1	0.03
South Queensferry	19-May	Edinburgh Davidson's Mains	5.7	0.2	0.11
Stonehaven	15-May	Aberdeen Principal	14.8	0.1	0.03
Stranraer	26-April	Newton Stewart	25.1	0.01	0.01
Thurso	23-May	Wick	20.7	0.1	0.03
Tillicoultry	03-May	Stirling	9.9	0.01	0.11
Troon	06-June	Irvine	7.3	0.2	0.01



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For further information, contact:

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Editors' Notes

Clydesdale Bank:

Clydesdale Bank is part CYBG PLC Group. Clydesdale Bank was established in 1838 in Glasgow and, as one of Scotland's largest banks, has a proud history of innovation and support for industry and communities across the UK.

¹ British Banking Association – 'The Way We Bank Now', Summer 2016 https://www.bba.org.uk/wp-content/uploads/2016/07/TWWBN3_WEB_Help-at-Hand-2016.pdf