

**GREG SMITH MP**  
**BUCKINGHAM CONSTITUENCY**



**HOUSE OF COMMONS**  
**LONDON SW1A 0AA**

Ms Debbie Crosbie  
Chief Executive Officer  
TSB Bank plc  
Henry Duncan House  
120 George Street  
Edinburgh

Wednesday 7th October 2020

Dear Ms Crosbie,

I was sorry to learn of the intention to close Winslow and Princes Risborough, Buckinghamshire, TSB branches in April 2021 as part of your branch closure programme.

While 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.

Winslow and Princes Risborough are growing market towns in my constituency. In Winslow, a new secondary school has recently opened and there are plans for further expansion of local infrastructure.

Added to this growth, there is currently work underway to build the new East West Railway, connecting Oxford and Cambridge: Winslow is due to have a station for the section of the line which is due to open in 2024. It is expected that this will bring increased numbers to Winslow.

The TSB branch is currently the only bank in Winslow. Currently Winslow has a small number of local shops and businesses, and needless to say, the local TSB branch is of great assistance to local businesses.

In Princes Risborough there are two other high street banks, but both have significantly reduced hours.

A substantial proportion of the current population in both towns 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 TSB branch: closure of the branch will cause significant difficulties in their access to banking services.

The nearest TSB branches are Milton Keynes, or Aylesbury, but there is restricted public transport links between the towns, making it difficult for many people to travel to alternative branches.

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



I trust you understand my concerns over the impact this proposed closure would have on my constituency, particularly as it works to recover from the socio-economic effects of Covid-19, and will take this opportunity to review your decision.

I look forward to receiving your comments on this matter.

Yours sincerely,

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

**Greg Smith MP**  
Member of Parliament for Buckingham