



Rt Hon Dr Liam Fox MP  
MP for North Somerset  
House of Commons  
London  
SW1A 0AA

**Lloyds Banking Group plc**  
Lloyds Banking Group  
Customer Relations  
BX1 1LT

7 June 2023

Dear Dr Fox

**Lloyds Bank, Crown Glass Place, Nailsea, BS48 1RD**

Thank you for your recent email which was sent after a number of your constituents contacted you around concerns our Lloyds Bank branch in Nailsea will close. I am responding to you on behalf of the Group. I am sorry that a previous email sent to Mr Hetherington was returned, however, as you have now been advised, Mr Hetherington has left the business.

I can confirm that we have made no announcement about the future of our Nailsea branch. We continually review our whole network to make sure that we have branches where our customers need and use them most. If we decide to announce a branch closure after carrying out a thorough review, our colleagues, customers and people like yourself are the first to know.

With reference to your query about Banking Hubs, before any decision is made to close a branch, an independent review of access to cash in the community is conducted by LINK which may recommend a Banking Hub, a new ATM or another facility. Should a Banking Hub be recommended, the responsibility for the delivery of the Hub lies with Cash Access UK Limited. Anyone in the community can request a review of local access to cash by contacting LINK via their website: [LINK / Request Access to Cash Review](#)

If it would be helpful, I would be pleased to set up a meeting for you to discuss with our local team the various ways we are supporting customers who have concerns about not having access to physical banking. If this would be of interest, please let me know.

I hope I have been able to explain things to your satisfaction, if you need any further assistance, please do not hesitate to get in touch.

Yours sincerely

Natalie Birch  
Group Executive Complaints  
Lloyds Banking Group