

The **co-operative** bank

Paul Denton
Head of Branch Network
The Co-operative Bank
Miller Street
Manchester
M60 0AL

Mr David Burbage
Leader of the Council
The Royal Borough of Windsor and Maidenhead
Town Hall
St Ives Road
Maidenhead
SL6 1RF

29th January 2016

Dear Mr Burbage

The Co-operative Bank Maidenhead, 91 High Street

I am writing to tell you about some changes to The Co-operative Bank's branch network. These changes form part of the Bank's business plan to return us to a position of strength as we restructure and modernise into a simpler, more efficient business.

As part of these changes we have taken the decision to close our Maidenhead branch at 91 High Street. I want to reassure you that this decision has not been taken lightly and our customers are our main priority. Although there are no other Co-operative Bank branches in the local area we are taking a number of steps to ensure our customers can continue to access their accounts and receive the high levels of service that they expect from us.

We are writing to our customers to let them know about the changes and to invite them to come into the Maidenhead branch to speak with us. We will also be letting them know about the alternative options available to them; alongside our online and mobile banking facilities, our customers can undertake most day-to-day banking transactions in their local Post Office.

As we rebuild and reshape the Bank we are focused on responding to the changes in the way customers are choosing to bank. While our branch network remains an integral part of our overall customer service offer, we are investing in our digital offering to provide customers with new, innovative ways to service their accounts as the trend for consumers to move their day-to-day transactions online accelerates.

As part of our commitment to the Access to Banking Protocol we will publish an Impact Assessment of our decision shortly before closure, which will be available from our Maidenhead branch. Please do not hesitate to contact my colleague Richard Bassford, Public Affairs Manager, via email: Richard.bassford@cfs.coop, if you would like any further information or to feed into the Impact Assessment process.

Yours sincerely,



Paul Denton
Head of Branch Network
The Co-operative Bank

The Co-operative Bank is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority (No. 121885), subscribes to the Lending Code and the Financial Ombudsman Service and is licensed by the Office of Fair Trading (No. 006110). Registered Office: The Co-operative Bank p.l.c., PO Box 101, 1 Balloon Street, Manchester M60 4EP. Registered in England & Wales No: 990937.



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