

**STRICTLY PRIVATE AND CONFIDENTIAL**

Mr R Stone  
Warren Bakery  
Fletching Street  
Mayfield  
TN20 6TW

19 October 2011

Dear Mr Stone

**Mayfield Branch – Reduced Opening Hours**

Thank you for your letter of 5<sup>th</sup> October addressed to the Branch Manager of the Mayfield Branch. I am the Local Chief Executive Officer for the Eastbourne and Tunbridge Wells Local Market and have responsibility for the branch network.

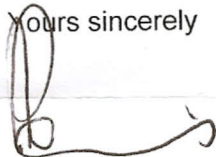
I recognise the reduction of branch opening hours in February may be disappointing, but I can assure you that we did not take the decision lightly. We always endeavour to keep branches open to meet customer demand. However, as we have seen a reduction in the number of people using the Mayfield branch we cannot justify keeping it open as long as we currently do.

As you may be aware, our Customer Charter includes a pledge to continue to provide a local banking service if we are the last bank in town. We acknowledge that this is the case in Mayfield and so we will continue to stay open and serve the local community.

Outside of the Mayfield opening hours, customers can be reassured that they will receive a full banking service at the main Heathfield branch who's hours are increasing as from the 21<sup>st</sup> November to Monday to Friday, 9am – 5.00pm (9.30am on a Wednesday) and Saturday 9am – 12.30pm.

Thank you again for your letter. I hope this helps to explain our decision.

Yours sincerely



Paul Amos  
Local Chief Executive Officer  
Eastbourne Local Market