

Leicester Branch

Impact Assessment 2026

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In 2025, Coventry Building Society officially completed their purchase of The Co-operative Bank. Since then, we've made great progress in bringing our two purpose-led organisations together. We've united teams and focused on our shared values. Both the Bank and Society are driven by a deep focus on community and a commitment to doing the right thing for our members and customers.

We're making some changes to our branch network

We're committed to providing the very best branch service for our members, customers and local communities. To reflect this, over the next few years, we'll be continuing to invest in our network across The Co-operative Bank and Coventry Building Society. We know how important branches are to the communities they serve, and our fantastic branch colleagues make them places where people feel supported and valued.

To make sure we're investing in the right way and in the right places, we've taken a look at all our branches. In a few UK cities, we currently have a Co-operative Bank branch and a Coventry Building Society branch operating in close proximity. We're therefore proposing to close one of our branches and move the full range of our products and services to the other. In some cases, this is the Bank branch, in others, it will be the Coventry Building Society branch.

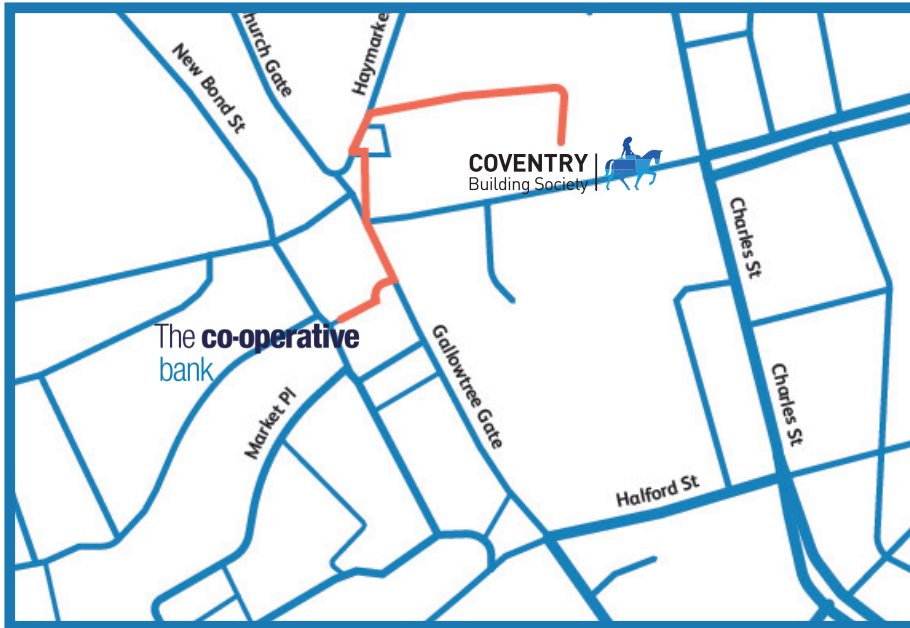
We're proposing to close and relocate our services to the Coventry Building Society Leicester branch on Friday 11 September 2026

Impact Assessment – why are we proposing this change?

We've chosen to publish this document to make sure our customers are kept up to date with our plans. Following the bank's acquisition by Coventry Building Society, we are proposing to close The Co-operative Bank Leicester branch. Following this decision, from **Monday 14 September** you'll be able to manage your Co-operative Bank accounts and access a full range of services at the **Coventry Building Society Leicester branch**. The branch is located at **5 Humberstone Gate, Leicester, LE1 1WA, just 0.1 miles away**.

We're pleased to let you know that this branch will offer extended and improved opening hours, 6 days a week. Open 9am to 4pm Monday, Tuesday, Thursday and Friday, 9.30am to 4pm Wednesday and 9am to 12pm Saturday.

How to get there:



Branch opening hours:

Monday	9am – 4pm
Tuesday	9am – 4pm
Wednesday	9.30am – 4pm
Thursday	9am – 4pm
Friday	9am – 4pm
Saturday	9am – 12pm
Sunday	Closed
Bank Holidays	Closed

Before proposing these changes, we have thought about how it might impact any customers, looked at how suitable each location is and explored the viability of each location. We've chosen the best branch to stay open based on its size, access and potential.

Two weeks before the closure of the Leicester branch, we will publish an Impact Assessment Part 2. This Impact Assessment will provide an update on any feedback we've received and answer any issues or concerns raised.



We're here to help and support you

We offer different ways for you to bank with us, so you can manage your money wherever you are and this guide will show you how.

We've also included details of the nearest Post Office® and cash machines (ATMs).

Our colleagues will be available to discuss any alternative services and support your needs, including how to get started with mobile and online banking.

Visit co-operativebank.co.uk/help-and-support/ways-to-bank/branch-banking/ for more details or refer to the information below.



What does this mean for you?

Customers of The Co-operative Bank will benefit from extended opening hours, providing customers with more accessibility with the same great service.

Other ways you can do your banking with us



Mobile banking

Our mobile banking app lets you do your banking where and when it suits you. It's simple, secure and only takes a few minutes to set up.

You can register for mobile banking by downloading the app or through online banking. To find out more visit co-operativebank.co.uk/help-and-support/ways-to-bank/

This link also contains a number of handy help guides on topics such as registering for the app, setting up Face ID, making payments, and setting up a digital wallet.



Online banking

Register for online banking to access your accounts and manage your money every day.

We'll never get in touch to ask you to move money to another account, for your personal details or to take control of a computer.

To register go to co-operativebank.co.uk/help-and-support/ways-to-bank/online-banking/

You can also visit a branch or call us on 03457 212 212*

This link also contains guidance on a number of handy help guides on registering for online banking, along with logging in, updating your security details, and making different types of payments.



ATM

Your nearest ATM is located 0.02 miles away from The Co-operative Bank Leicester branch at; No.1 Currency Leicester, 54 Market Place, Leicester, LE1 5GF.

There may be other free cash machines nearby, as well as cash machines that charge a fee. For further information and details of all ATMs please visit;

link.co.uk/consumers/locator/





Pay in a cheque

You can send cheques, with a completed paying in slip, in the post direct to the Bank's processing team or pay in at a Post Office® (see details below).

Further information regarding the options available to you can be found here

co-operativebank.co.uk/help-and-support/payments/cheques/how-to-pay-in-a-cheque/



Post Office®

The nearest Post Office® to The Co-operative Bank Leicester branch is 365 Shires Walk, High Street, Leicester, LE1 4FR which is 0.1 miles away.

If you have a personal or business current account with a debit card, you can use your local Post Office® to do the following activities;

- Use your debit card and PIN to withdraw cash up to the daily card limit
- Personal customers can use your debit card and PIN to deposit cash up to £2,000 per day (with an annual limit per card of £10,000)
- Business customers can deposit up to £10,000 per day using a debit card
- Use your debit card to request a balance
- Pay in cheques using a paying in slip and a cheque deposit envelope which you'll need to request from the Bank via a secure message in online banking or by ringing 03457 212 212*. Please allow an extra two working days for cheques paid in to reach your account
- Business customers can also exchange cash and further details regarding how to arrange this can be found at co-operativebank.co.uk/business/ways-to-bank/post-office/

For Business transactions, your normal charges will apply.

To find your most convenient Post Office®, its opening times and services, go to postoffice.co.uk/branch-finder



PayPoint

With over 28,000 PayPoint outlets in the UK, you can pay some bills, for example utility bills. For more information and to find your nearest outlet visit paypoint.com

You can find out more about banking services at [quick-reference-guide.pdf](#)



Applying for new accounts

- If you wish to apply for a new account when branches are closed, we can offer telephone and video appointments. To make an appointment simply visit a branch or ring us on 03457 212 212*.
- Customers registered for online and mobile banking also have the opportunity to apply for some types of accounts via these services, as well as via our general website.
- Applications for Business accounts cannot be completed via telephone appointments. Guidance on how to apply for a current, savings, or borrowing account and other support services can be found at co-operativebank.co.uk/business/

Help available for customers who need additional support with their banking



Security and fraud

Keeping your money safe is one of our top priorities. Our website provides a range of useful information on how we keep our services secure and what you can do to protect yourself online. This includes; reporting fraud by calling 159 which will redirect you to a service that connects you to the Bank so you can report scams or suspected fraudulent activity.

Further details can be found at co-operativebank.co.uk/help-and-support/fraud-and-security/



Providing proof of identity and address

If you are required to provide proof of your identity and address when applying for new products, we offer a range of options on how to provide this including;

- Taking original documents into a branch
- Sending certified copies of the original documents via post
- Uploading photos of your documents and a selfie via our secure online verification platform (Onfido).

Full details regarding these options can be found at co-operativebank.co.uk/help-and-support/contact-us/identification-requirements/



Helping customers in times of need

There are a range of Bank services and dedicated teams available to support customers when faced with challenging situations. The following are some of the services we offer and include a link to the Bank website where further guidance and information is available.

Our branch colleagues and telephone teams can also provide support during your contact with them if needed.

Financial Support – Personal customers

co-operativebank.co.uk/help-and-support/financial-support/

Financial Difficulty – Business customers

co-operativebank.co.uk/business/help-and-support/financial-support/

Registering the death of a customer

co-operativebank.co.uk/help-and-support/financial-support/major-life-events/bereavement/

Registration of a Power of Attorney, Court of Protection Deputy Order or Guardianship Order

co-operativebank.co.uk/help-and-support/financial-support/major-life-events/power-of-attorney/



Vulnerable Customers

We know our customers have diverse needs and we have a range of services and support tools available to help them bank with us. If you have not notified us of any specific needs or wish to review the accessibility features and services we offer, please speak to a member of staff or visit

co-operativebank.co.uk/help-and-support/accessibility/

We have identified vulnerable customers who transact in The Co-operative Bank Leicester branch which is closing and we will contact them to discuss their specific needs when the branch relocates.

- Attempt to contact them via telephone or during branch visits, to identify and discuss personalised solutions to ensure they can continue to access their usual banking services
- Discuss the range of options available to them to complete their day-to-day banking when their branch relocates.
- Provide on-going support with regard to the registration and usage of online and mobile banking and provide guidance and tips on potential frauds and scams.



Branch statistics and how we measure this

The statistic	How we measured this
Nearest ATM	Measured from the Post Code of the closing branch to the Post Code of the nearest ATM.
Nearest %>BC\$ 5524	Measured from the Post Code of the closing branch to the Post Code of the nearest %>BC\$ 5524Q
Vulnerable customers	Someone who, due to their personal circumstances, is especially susceptible to detriment, particularly when a firm is not acting with appropriate levels of care.

We'll write to the following stakeholders to inform them of the proposed closure – local MP, local council, Citizens Advice, Chamber of Commerce, FSB (Federation of Small Business) and Age UK.

Who you can speak to

If you think you might be affected by this, you can contact us using any of the details below.

Contact us

At a branch

For details of our opening hours, visit [co-operativebank.co.uk](https://www.co-operativebank.co.uk)

Online

[co-operativebank.co.uk](https://www.co-operativebank.co.uk)

By phone

03457 212 212*

By post

1 Balloon Street, Manchester, M4 4BE.

Media Relations Team

If you're an external organisation representing customers who may be impacted by these proposals, please contact:

PressOffice@co-operativebank.co.uk

We look forward to welcoming you at the branch soon and supporting you with your banking needs.

The **co-operative** bank

The Co-operative Bank p.l.c. is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority (Financial Services Register No: 121885). Registered office: 1 Balloon Street, Manchester, M4 4BE. Registered in England and Wales (Company No: 990937).

*Calls to 03 numbers from a UK landline cost up to 16p per minute and from a mobile cost between 3p and 65p if outside any inclusive minutes. Calls may be monitored or recorded for security and training purposes. 03457 212 212 Lines are open 8am - 6pm Monday to Friday, 9am - 5pm Saturday and Sunday. 03457 213 213 Lines are open 8am - 6pm Monday to Friday; 9am to 12 noon Saturday