

Durham Branch

Impact Assessment
September 2025

CONTENTS

Page 2 - 3 Why are we changing the opening hours of some branches?

Page 3 - 4 Our decision

Page 4 - 6 Other ways you can do your banking with us

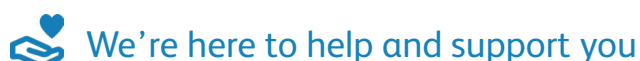
Page 6 - 7 Help available for customers who need additional support with their banking

Page 8 Explanation of terms used in this guide

The **co-operative** bank

We're changing the opening hours of our **Durham Branch** on **5 January 2026** to;

Monday	10am to 2pm	Friday	10am to 2pm
Tuesday	10am to 2pm	Saturday	Closed
Wednesday	Closed	Sunday	Closed
Thursday	10am to 2pm		



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 alternative Co-operative Bank branch, Post Office® and cash machines (ATMs).

Our colleagues will be available to discuss any alternative services and support you need, 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.

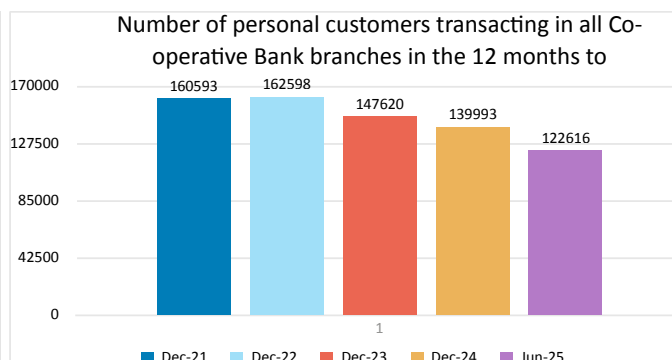
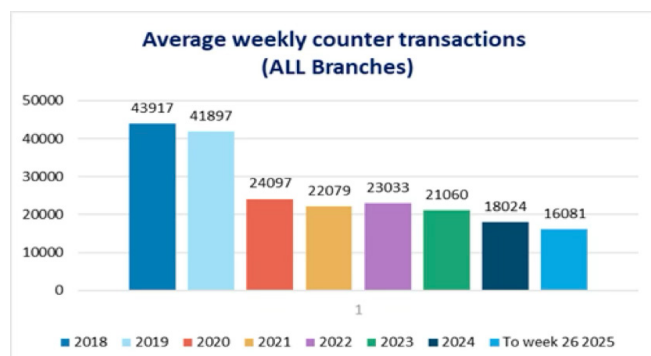
② Why are we changing the opening hours of some branches?

Before we make changes at any branch, we look at how our customers are managing their money and using the branch. Most customers are now using mobile and online banking or calling us instead, which means they are using branches, including the Durham Branch much less.

This means we'll be changing the opening hours of the branch and we'll explain more about how we made our decision, and how customers are using branches on the following pages.

The way customers complete their banking is changing

- During the last 7 years, the average number of transactions completed at our branch counters each week have reduced by 60 %, which means a reduction of 6 out of every 10 transactions.
- In the last 4 years, 38,000 less personal customers have visited a branch to complete a counter transaction.



- Of the customers who have transacted in a Branch in the last year:

Out of 100, number of customers who visited in 1 of the 12 months	Out of 100, number of customers who visited in all 12 months
46	3

- Between January 2023 and May 2025, over 146,000 customers registered for Online & / or Mobile Banking, which represents an increase of 11.1 %.
- In 2023 and 2024, over 4.96 million customer telephone calls were handled by colleagues, reducing from 2.67 million in 2023 to 2.29 million in 2024. The year on year reduction reflects the launch of new self-serve digital processes and an increase in customers using Online and Mobile banking to complete their basic banking needs.

Our decision

As a result of the changes in how customers bank with us, we are updating branch hours. We have also taken into consideration how often customers visit each branch.

To reduce inconvenience to customers we have tried to make sure:

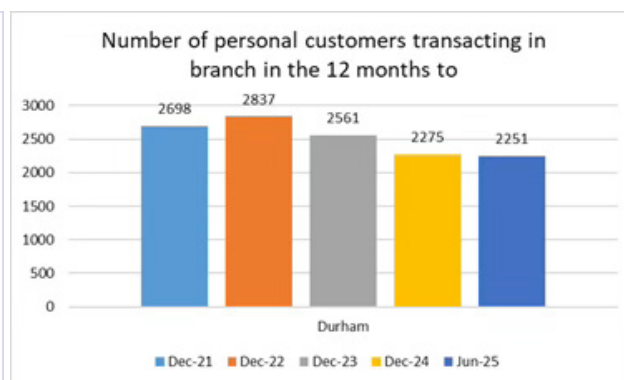
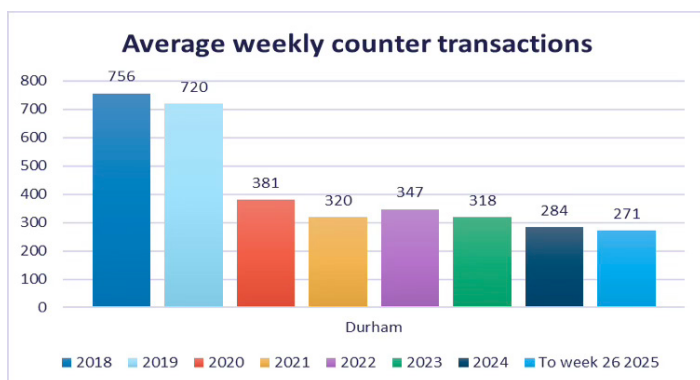
- No branch is closed on consecutive weekdays.
- When closed on a weekday, the next nearest branch is open.

We are pleased to confirm we are not closing any branches permanently, and have not done so since November 2020.

These amendments to branch opening hours form part of the Bank's strategy to rebuild and reshape our business for the future, with a focus on **responding to the changes in the way customers are choosing to bank with us.**

Why are we changing Durham opening hours?

- During the last 7 years, the average number of transactions completed at the branch counter each week has reduced by 64 %, which means a reduction of 6 out of every 10 transactions
- In the last 4 years, 447 less personal customers have visited the branch to complete a counter transaction.



- Of the customers who have transacted in the Durham branch in the last year:

Out of 100, number of customers who visited in 1 of the 12 months	Out of 100, number of customers who visited in all 12 months
49	3

- 1 out of 2 customers who have a current account and visit the branch also use our mobile and online banking services to complete their banking needs
- The number of business customers who transacted in the branch in the 12 months to June 2025 was 130

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.



Branch

The nearest alternative branch to Durham is

Branch Name and address	Opening hours	Further information
Chester le Street Front Street Chester-le-Street Co Durham DH3 3AW	Monday 9.30am to 2.30pm Tuesday 9.30am to 2.30pm Wednesday 9.30am to 2.30pm Thursday 9.30am to 2.30pm Friday 9.30am to 2.30pm Saturday Closed Sunday Closed	This branch is 8 miles away from Durham Branch. This branch can be reached by public transport with an estimated journey time of 32 minutes and by car in 16 minutes.

Details of other Co-operative Bank branches can be found here;

co-operativebank.co.uk/help-and-support/contact-us/branch-finder/



ATM

Your next nearest ATM is located 0.01 miles away from the Durham Branch at;

HSBC
1 Saddler Street
Durham
County Durham
DH1 3NR

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 Durham branch is 22-23 Market Place, Durham DH1 3NJ 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 and up to £10,000 per transaction using pre-printed bar-coded paying in slips. Bar-coded paying in slips are only available for Charities and Credit Unions. To request bar-coded paying in slips, please contact Business Account Support on 03457 213 213*.
- 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



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](https://www.paypoint.com)

Applying for new accounts

- If you wish to apply for a new account when branches are closed, we can offer telephone 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 out 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 branches where the opening hours are changing. In order to discuss their specific needs when the branch is closed, the local branch teams will:

- 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 is closed
- 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

Explanation of terms used in this guide

Transactions / counter transactions	A deposit of cash or cheques into your account or a withdrawal of cash out of your account.
Personal customers	An individual who uses a current account or savings account for their banking.
Business customers	Customers who use their account for business purposes.
Complete your banking	Descriptions of activities customers will complete using their bank account.
Day to day banking	
Banking activities	
Manage money	
Personal Bankers	Colleagues who carry out appointments with our customers in our branches. These can be either in the branch or over the phone, to discuss products and services the Bank offers.
Financial support / financial difficulty	Terms used to describe customers who might be struggling with their money or are worried about their financial situation
Power of attorney	This is a legal document where one person gives another person the right to make decisions on their behalf. You can give someone a Power Of Attorney to manage your money on your behalf
Court of Protection Deputy Order	If somebody lacks mental capacity, this is the process where someone can apply to become someone's deputy and who would then have the power to make decisions about their finances.
Guardianship order	This is a process to apply to be someone's guardian if they have gone missing, or they are in prison, abroad and not able to communicate, or have been taken hostage or kidnapped.
Alternative options	Other ways you can complete your day to day banking apart from at a co-operative bank branch.

Branch statistics and how we measure this

The statistic	How we measured this
Nearest alternative branch	Based on the road distance between the closing and next closest branches, using Google maps.
Next nearest ATM	Measured from the Post Code of the closing branch to the Post Code of the nearest ATM.
This branch can be reached by public transport	Public transport has been reviewed using Google maps. This could include a variety of transport methods, including: Train, Bus, Tube, Train or Tram.
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.

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. Charges for calls made outside of the UK will be determined by your network provider. 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 - 12pm Saturday.