



HOUSE OF COMMONS
LONDON SW1A 0AA

Mr Charlie Nunn
Executive Director and Group Chief Executive
Lloyds Bank plc
25 Gresham Street
London
EC2V 7HN

14 October 2024

Re. Closure of Lloyds Southampton Shirley Branch

Dear Mr Nunn,

I want to thank your colleagues for informing me of your plans to close the Southampton Shirley branch of Lloyds in January 2025. I was sorry to hear of this decision and am writing to explain why I think that the closure will be detrimental to Shirley residents and to Shirley High Street, and I am asking you to reconsider.

We know that face-to-face banking is incredibly important to people and is particularly vital to people with specific disabilities, those who are digitally excluded, and older customers. A report by Age UK published last year found that four in ten people aged 65+ do not use online banking to manage their money, three in four people aged 65+ want to use face-to-face branch banking for at least one transaction, and a third feel uncomfortable with online banking.

The closure of bank branches in our local district centres, as with Lloyds in Shirley, puts these groups at ever increasing risk of financial exclusion. We know that the new Government plans to roll-out 350 banking hubs across Britain over this Parliament, have any conversations been had with the Government about this to date? Bank branches remain of critical importance to the public, particularly the most vulnerable in our society who so often find themselves side-lined.

With the exception of Nationwide Building Society, Lloyds is the last bank left on Shirley High Street. I have had contact from constituents in the Shirley area, desperately worried about how they will manage without their bank branch, and I share their concerns. They are also worried about the ever-increasing scarcity of access to cash, and the impact that will be had on local businesses that bank with Lloyds.

I am against the closure of Lloyds Shirley and am hopeful that the decision to close can be reconsidered, keeping the branch operational unless alternative provision (such as a banking hub) is put in place.

Please note, I will also be publishing this letter on my website.

Yours sincerely,

Satvir Kaur MP
Member of Parliament for Southampton Test