

We're closing our Thornhill branch on 3 November 2025

Thornhill branch
63 Drumlanrig Street
Thornhill
Dumfries and Galloway
DG3 5LY

Visit bankofscotland.co.uk/branchfinder for more information about this branch

Why we're closing this branch

Before we close any branch, we look at how our customers are managing their money and using the branch. Most customers are now using our Mobile Banking app, Internet Banking or calling us instead, which means they are using branches much less.

Because of this, we'll be closing our Thornhill branch. We'll explain more about how we made our decision, and how customers are using this branch on the following pages.

We're here to help and support you

Branch colleagues will support you to get started with our Mobile Banking app and Internet Banking.

There's more information in this review about the other ways you can do your banking. We've included details of the nearest alternative Bank of Scotland branch, Post Office®, cash machine (ATM) and other ways to pay in or withdraw cash.

The Quick Guides summarise all the available options for your banking tasks. There's also information about Access to Cash Reviews, how to see the results of a LINK assessment and how to appeal or request one. After the branch closes, a Community Banker will be in the area to help customers, so you can come in and talk to us.

You can also contact us in the following ways:



If you're a Personal customer call
0345 721 3141



Speak to one of our colleagues at any branch



If you're a Business customer call
0345 300 0268 or speak to your Relationship Manager



Find other ways to access cash in your community:
www.link.co.uk/cash-locator

Other ways you can do your banking with us

Mobile Banking app

Our Mobile Banking app lets you do your banking where and when it suits you. It's a simple, secure, and fast way to bank and only takes a few minutes to set up. For more information about these services, and others available, scan the QR code on the right. Here's some of the things you can do:

- Make payments and transfers
- Check and manage upcoming payments
- Order Travel Money by 3pm for free next day delivery
- Get 24/7 support with our Mobile Banking virtual assistant
- Check your credit score for free, with no impact on your credit file
- Earn up to 15% cashback with Everyday Offers.

You can register for Mobile Banking by downloading the app or through Internet Banking.

If you're a business customer, you can find more information about the services available on the Business Mobile Banking app by scanning the QR code on the right.

To find out more go to bankofscotland.co.uk or business.bankofscotland.co.uk

Scan the QR code to download our app



Personal customers



Business customers

Internet Banking

Register for Internet Banking to access your accounts and manage your money 24/7, 365 days a year.

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. The Digital Helpline won't do this either.

See the 'How to protect yourself online' section for more information.

To register go to bankofscotland.co.uk or business.bankofscotland.co.uk

Visit a branch or call us

The Digital Helpline

If you need help with using the internet, we've partnered with the **Digital Helpline** to offer free one to one guidance over the phone. They've helped thousands of people learn how to use the internet for banking and much more.

SignVideo services are also available if you're Deaf and use British Sign Language: digitalhelpline.signvideo.net

Call the Digital Helpline **01135 184 060**
Monday to Friday 9am - 5pm
Or pick up a leaflet in one of our branches

By phone

Our friendly advisers are just a phone call away.

Our automated service is available 24/7.

Call us:
Personal customers **0345 721 3141**
Business customers **0345 300 0268**
Monday to Friday 7am-8pm, and Saturday 9am-2pm



Community Banker

We're introducing a Community Banker in this area to help our customers. We'll review how often customers visit our Community Bankers, so that the service can continue to be available for as long as needed.

We'll update our website with details of the location and the days and times they will visit, nearer to the branch closure date.

The Quick Guides show some of the ways a Community Banker will be able to help and support you.

Go to bankofscotland.co.uk/communitybanker for up to date details of the times and location of their visits



Branch

An alternative to the Thornhill branch is:

Go to bankofscotland.co.uk/branchfinder for more information

Bank of Scotland Dumfries High Street 91 High Street Dumfries Dumfries and Galloway DG1 2BN	<p>Mon 09:00 - 17:00 Tue 09:00 - 17:00 Wed 09:00 - 17:00 Thu 09:00 - 17:00 Fri 09:00 - 17:00 Sat 09:00 - 13:00 Sun Closed</p> <p>These opening times are subject to change.</p>	<p>Facilities</p> <ul style="list-style-type: none"> ✓ Cash machine inside branch ✓ Self-Service Zone or machines ✓ Level or ramp access to branch ✓ Talking cash machine ✓ Cash machine outside branch ✓ Counter service 	<p>Further information</p> <p>This branch is 13.96 miles away from the Bank of Scotland Thornhill branch.</p> <p>There is public transport between the closing branch and the nearest branch, with a service at least every hour.</p>
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Other banking services in your community



Post Office

The nearest Post Office to the Thornhill branch is:

Thornhill Post Office, Townhead Street, Thornhill, DG3 5NW, 0.2 of a mile away

You can use a Post Office for your everyday banking, however some restrictions may apply. There's more information about what you can do at a Post Office in the Quick Guides.



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



Cash Machine

We'll close the cash machine at the Thornhill branch. The nearest free-to-use cash machine is:

Spar, 121-122 Drumlanrig Street, Thornhill, DG3 5LS, 0.12 of a mile away

To find free cash machines use the LINK Cash Locator: www.link.co.uk/cash-locator



Cash at the till

Using your debit card and PIN, you can check your balance and withdraw any amount of cash from 1p up to £50 without making a purchase at participating shops. Some shops may charge you for this service, but if they do it will be clearly signed in store and on the machine. You'll be able to cancel the transaction if you don't want to pay the charge.

Find your nearest participating shop:
www.link.co.uk/cash-locator



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:
www.paypoint.com



Quick guide for personal customers

Everyday banking you can do with us	Mobile Banking app	Internet Banking	Phone	Branch	Branch Cash and Deposit Machines (IDM)	Community Banker
Pay in cash	No	No	No	Yes Coins accepted if there's a counter service	Yes IDM only accept notes currently	No
Pay in cheque	Yes Limits apply	No	No	Yes	Yes IDM only	Yes We can help
Withdraw cash	No	No	No	Yes Coins if there's a counter service	Yes Limits apply - notes only	No
Open an account	Yes	Yes	Yes	Yes	No	Yes We can help
View a statement	Yes	Yes	No	Yes	Yes Mini statement	Yes
Manage Direct Debits & standing orders	Yes	Yes	Yes	Yes	No	Yes
Check account balance	Yes	Yes	Yes	Yes	Yes	Yes
Pay bills	Yes	Yes	Yes	Yes	No	Yes Limits apply
Check recent transactions	Yes	Yes	Yes	Yes	Yes	Yes
Transfer money	Yes	Yes	Yes	Yes	Yes	Yes
For more information:	bankofscotland.co.uk/mobilebanking	bankofscotland.co.uk	Call us: 0345 721 3141	bankofscotland.co.uk/branchfinder	bankofscotland.co.uk	bankofscotland.co.uk/communitybanker

Ways you can bank in your community	Post Office	Cash (ATM) and Deposit Machines	Cash at the till	PayPoint
Pay in cash	Yes Notes & coins Using a debit card & PIN or pre-printed paying in slip Limits apply	Yes Deposit Machines only accept notes currently	No	No
Pay in cheque	Yes	No	No	No
Withdraw cash	Yes Notes & coins Using a debit card & PIN Limits apply	Yes Notes only Limits apply	Yes Notes & coins 1p - £50	No
Open new account	No	No	No	No
Check account balance	Yes	Yes	Yes	No
Pay bills	Yes Pay some bills	No	No	Yes Pay some bills
Check recent transactions	No	Yes	Yes	No
For more information:	www.postoffice.co.uk/everydaybanking bankofscotland.co.uk/postoffice	www.link.co.uk/cash-locator	www.link.co.uk/cash-locator	www.paypoint.com

i To order a personalised pre-printed paying in slip, please call us or ask in branch. Cheque deposit envelopes are available in branch and at your most convenient Post Office.



Quick guide for business customers

Everyday banking you can do with us	Business Mobile Banking app	Business Internet Banking	Phone	Branch	Branch Cash and Deposit Machines (IDM)	Community Banker
Pay in cash	No	No	No	Yes Coins accepted if there's a counter service	Yes IDM currently accept notes only	No
Pay in cheque	Yes Limits apply	No	No	Yes	Yes IDM only	No
Withdraw cash	No	No	No	Yes Coins if there's a counter service	Yes Limits apply - notes only	No
Make payments	Yes Limits apply	Yes Limits apply	Yes Using Telephone Banking self service	Yes	No	Yes We can help
Check account balance	Yes	Yes	Yes	Yes	Yes	Yes
Manage Direct Debits & standing orders	Yes	Yes	Yes	Yes	No	Yes
Transfer money between business accounts	Yes	Yes	Yes	Yes	No	Yes We can help
Manage account users and access	No	Yes	No	No	No	Yes
For more information:	business.bankofscotland.co.uk	business.bankofscotland.co.uk/online-banking	Call us: 0345 300 0268	bankofscotland.co.uk/branchfinder	business.bankofscotland.co.uk	bankofscotland.co.uk/communitybanker

Ways you can bank in your community	Post Office	Cash (ATM) and Deposit Machines	Cash at the till
Pay in cash	Yes Notes & coins Using a debit card & PIN or pre-printed paying in slip Limits apply	Yes Deposit Machines only accept notes currently	No
Pay in a cheque	Yes	No	No
Withdraw cash	Yes Notes & coins Using a debit card & PIN Limits apply A Change Giving service is also available by arrangement	Yes Notes only Limits apply	Yes Notes & coins 1p - £50
Check account balance	No	No	No
Pay bills	Yes Pay some bills	No	No
For more information:	business.bankofscotland.co.uk/postoffice www.postoffice.co.uk/everydaybanking	www.link.co.uk/cash-locator	www.link.co.uk/cash-locator

i In Business Internet Banking, customers can grant delegate access to multiple users, and set up Online Payment Control. To order a personalised pre-printed paying in slip, please call us or ask in branch. Cheque deposit envelopes are available in branch and at your most convenient Post Office.



How we made our decision

Before we close a branch, we carefully consider and analyse how customers will be affected, including:

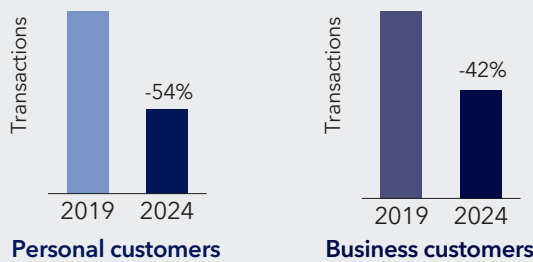
- How customers are choosing to bank with us
- How often customers use the branch and how this is changing. Including looking at trends in the year to July 2024 and the four previous years
- Current services available in the branch and the branch opening hours
- Visiting the branch to consider the location and understand the alternative ways to bank in the area
- Assessing the local transport services, and how often they run
- Reviewing the broadband availability in the area
- How our customers, including those who are vulnerable or may need extra support would be affected
- We've shared our plans to close this branch with LINK who have independently assessed the access to cash needs of the local community.



How customers are using this branch

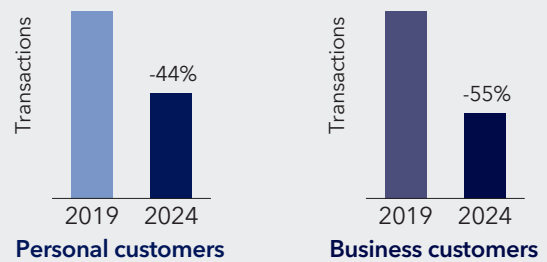
Customer transactions

Based on the total transactions at the counter or Immediate Deposit Machine (IDM) year ending July 2019, compared to year ending July 2024.



Cash machine transactions

Based on the total transactions year ending July 2019, compared to year ending July 2024.



Closing branch customers are already banking in other ways

40%

of Personal customers

have also used other Bank of Scotland branches - in a 12 month period ending July 2024.

71%

of customers

have also used other Bank of Scotland branches, and Internet Banking or called us - in a 6 month period ending July 2024.

17%

of Personal customers

have used the closing branch and the Post Office® in a 12 month period ending July 2024.



Customers using this branch

Regular monthly branch usage

193

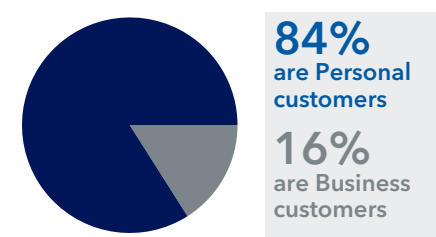
customers

transacted at the counter or Immediate Deposit Machine (IDM) 4 months out of 6 months ending July 2024.

Age of Personal customers

< 18	>	3%
18-34	>	9%
35-54	>	23%
55-74	>	37%
75+	>	28%

Type of customer



When we use the term	What this means
Customers using the branch on a regular monthly basis	The number of customers who transacted at the counter or IDM in 4 out of 6 months ending July 2024.
Branch transactions	Total transactions undertaken at the counter or IDM.
Branch transaction changes	The percentage change in Personal or Business customer branch transactions: - year ending July 2019 compared to year ending July 2024.
Cash machine transaction changes	The percentage change in Personal or Business customer cash machine transactions: - year ending July 2019 compared to year ending July 2024.
Percentage of customers who use this branch and other Bank of Scotland branches	The proportion of Personal customers who have used this branch and have also used a different branch in a 12 month period ending July 2024.
Percentage of customers who use this branch and have also used other Bank of Scotland branches and Internet Banking or called us	The proportion of customers who have used this branch and have also used other Bank of Scotland branches and Internet Banking or called us in a 6 month period ending July 2024.
Percentage of customers who use this branch and the Post Office®	The proportion of Personal customers who have used this branch and have also used the Post Office® in a 12 month period ending July 2024.
Other branches nearby - distances	Based on the road distance between the closing and next closest branches. Source: Mapinfo - this software package measures distances between postcodes.
Cash machine distances	Measured on a straight line basis between the postcode of the closing branch and the postcode of the cash machines.
This branch can be reached by public transport	There is public transport between the closing branch and the nearest branch, with a service at least every hour.
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.
Broadband availability	This shows broadband coverage is available in the location of the closing branch postcode.

Access to Cash Reviews

Before we decided to close this branch, LINK completed an Access to Cash assessment in the local area. You can see the outcome of their assessment on their website.

Members of the local community and representative organisations can request a review of cash services in their area, or appeal the result of LINK's assessment.

LINK assessment outcome:
www.link.co.uk/our-assessments
 LINK assessment request:
www.link.co.uk/helping-you-access-cash/request-access-to-cash
 LINK assessment appeal:
www.link.co.uk/our-assessments/appeal-an-assessment

If you'd like to move your current account

You can switch your current account to a new bank or building society in seven days with the Current Account Switch Service (CASS).

Your new bank or building society will take care of switching your payments and transferring your balance. Your old bank will close your account.

Personal account holders - for anyone with a UK current account, including joint account holders.

Business account holders - for small businesses, charities and trusts with an annual turnover of up to £6.5million and fewer than 50 employees.

For more information:
www.currentaccountswitch.co.uk



We're contacting customers and members of the local community

We're writing to customers to let them know we're closing this branch. We also plan to contact the following organisations and members of the local community to let them know:

- The local MP for Dumfriesshire, Clydesdale and Tweeddale and the constituency MSP for Dumfriesshire
- Banking Team and Senior Representatives from the Post Office
- Post Office Area Manager responsible for the nearest three Post Offices to our closing branch
- National Federation of Sub-Postmasters
- The local Citizens Advice Service
- The local Chamber of Commerce.

Once we've gathered their feedback, it will be available to read in the closing branch and at bankofscotland.co.uk/branchfinder/branch-closures two weeks before this branch closes.



How to protect yourself online

We use the latest security measures, and our Online and Mobile Fraud Guarantee gives you a full refund as long as you take simple steps to protect yourself and follow our advice. Visit our fraud hub online for more guidance on how to spot a scam, what to do if you are contacted unexpectedly, and to get advice on banking safely online.

Stay safe, stay protected online:

- Use passwords that aren't easy to guess
- Never share your password with anyone else
- Install anti-virus software to protect your devices and keep them up to date.

Visit our fraud hub online:

For Personal customers go to bankofscotland.co.uk/securityandprivacy/protecting-yourself-from-fraud

For Business customers go to business.bankofscotland.co.uk/help/security-and-fraud



I'd like some help

If you're worried about your finances

If you'd rather speak to someone independent, these organisations can offer help and debt advice for as long as you need it. And they can talk to us for you if you'd like them to.

Talking to us, or an independent organisation, won't affect your credit score. And if one of the options we talk about does - we'll explain what this means for you before we set anything up.

- **StepChange** - call 0800 138 1111 - www.stepchange.org
- **Money Wellness** - call 0800 307 7002 - www.moneywellness.com
- **Advice Northern Ireland** - call 0800 915 4603 - www.adviceni.net
- **Business Debtline** - call 0800 197 6026 - www.businessdebtline.org



If you need extra help

If you need this communication in another format, such as large print, Braille or audio CD, please contact us.

You can call us using Relay UK if you have a hearing or speech impairment. There's more information on the Relay UK help pages: www.relayuk.bt.com

SignVideo services are also available if you're Deaf and use British Sign Language: bankofscotland.co.uk/contactus/signvideo

If you need support due to a disability please get in touch.



If you need to tell us something

If you want to make a complaint learn more online at: bankofscotland.co.uk/contactus/complain

To speak to us, call: 0800 072 8668 (+44 131 278 3729 outside the UK). You can also visit us in branch.

Calls and online sessions may be monitored and recorded. Not all telephone services are available 24 hours a day, 7 days a week.



Things you need to know

We observe the requirements of the **Financial Conduct Authority Final Guidance 'FG22/6: Branch and ATM closures or conversions'**: www.fca.org.uk/publication/finalised-guidance/fg22-6.pdf and the **Access to Cash sourcebook**: www.handbook.fca.org.uk/handbook/ATCS

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Mobile Banking app - our app is available to customers with a UK personal account and valid registered phone number. Minimum operating systems apply, so check the App Store or Google Play for details. Device registration required. Terms and conditions apply: bankofscotland.co.uk/aboutonline/online-conditions

Keeping your money protected - eligible deposits with us are protected by the Financial Services Compensation Scheme. We are also covered by the Financial Ombudsman Service. Please note that due to FSCS and FOS eligibility criteria not all business customers will be covered.



Protected