



AIB (NI) Branch Closure Impact Assessment for

Lisburn Branch
34-36 Market Square
Lisburn BT28 1AG

Closure date: Friday 12 November 2021

Information correct as at: 22 July 2021

The way people bank is changing.

Between **2017 and 2020**, in what has been a challenging marketplace, we have seen a significant drop in the use of branch facilities, with an almost **33% reduction in number of customers visiting our branch network to conduct an over-the-counter transaction**. Many customers are increasingly choosing to carry out transactions more conveniently, through online, phone line and mobile banking services. In the same period, there has been a **52% increase in the volume of payments made online or via the mobile app**.

In responding to these changes we have made the decision to close some of our branches. We will be working hard to minimise the impact of this on both our customers and staff as we reshape into a sustainable, multi-channel bank to support our customers and the wider Northern Ireland economy into the future.

These changes are the result of a carefully considered, detailed strategic review in the context of a low interest rate environment, a competitive and challenging landscape, and changes in how customers interact with banks.

In reaching this decision to close we considered a number of different factors listed below:

- The usage and transaction volumes at the branch, and how this is declining.
- How customers are now choosing to do their everyday banking, and the availability of nearby alternative banking services such as the Post Office® and 'free to use' cash machines.
- The location of the remaining AIB (NI) branches in Northern Ireland.

We are signatories of the Access to Banking Standard with the Lending Standards Board. In this branch impact assessment, we have followed their guidelines on how to communicate this decision to our customers, and the steps we should take to measure the impact the closure will have on you.

What these changes mean for you.

We are working hard to minimise the impact of the branch closures on our customers. Following the branch closure, you can continue to use any AIB (NI) branch, or online services for your everyday banking, as well as your local Post Office® branch.

Following the closure, your sort code and account number will remain the same and you can continue to use your existing debit card and cheque book. However, accounts held at the Lisburn Branch will now be administered from the University Road, Belfast branch.

We will support you through this change.

We understand that the closure of this branch will impact all of our customers, especially those who, due to personal circumstances, require additional support. We are committed to supporting you in accessing the banking services you require. We will provide large print letters and Braille letters to ensure you receive information in a way that is appropriate to your needs. We also have a dedicated specialist in each branch to provide

additional support and answer any queries you may have. Alternatively, if you have any questions or would like to discuss these changes, you can reach us on our Helpline **0345 646 0431** (9am to 5pm Mon-Fri), or call into any branch or you can email us through an online enquiry form at aibni.co.uk/closures with any specific queries or complaints relating to the branch closures. The team are happy to help you.

The following is a summary of the assessment for:
Lisburn Branch

Lisburn Branch information.

Monday – Friday, 9.30am – 4.30pm (Wednesday 10am to 4.30pm)
(closed at lunchtime from 12.30pm – 1.30pm).

CUSTOMER PROFILE

PERSONAL CUSTOMERS  92%

BUSINESS CUSTOMERS  8%

BRANCH FACILITIES



COUNTER ✓



INTERNAL ATM ✓



EXTERNAL ATM ✓

Fully Accessible

30%

Reduction in the number of customers making an over-the-counter branch transaction between 31 December 2017 and 31 December 2020

Reduction in Personal customers making a branch transaction 6 or more times annually*		Reduction in Business customers making a branch transaction 6 or more times annually*	
31 Dec 2017 - 31 Dec 2019	31 Dec 2017 - 31 Dec 2020	31 Dec 2017 - 31 Dec 2019	31 Dec 2017 - 31 Dec 2020
30%	51%	29%	48%

58%

The number of customers who are digitally registered as at 31 December 2020

107%

Increase in the number of customers transacting at the Post Office® between 31 December 2017 and 31 December 2020

Increase in Personal customers who have transacted 6 or more times annually at the Post Office®*		Increase in Business customers who have transacted 6 or more times annually at the Post Office®*	
31 Dec 2017 - 31 Dec 2019	31 Dec 2017 - 31 Dec 2020	31 Dec 2017 - 31 Dec 2019	31 Dec 2017 - 31 Dec 2020
307%	293%	168%	161%

*Data was analysed from January 2017 – December 2020, however due to the impact of Covid-19 on usage, analysis for the period from January 2017 – December 2019 is also shown.

Nearest Alternative Services

Nearest AIB (NI) branch to Lisburn branch

The AIB (NI) branch listed below provides the same branch banking facilities and is fully accessible. It is within reach of public transport, check translink.co.uk for coach, train and bus timetables throughout NI. Public car parking is available (free car parking is not available).

This branch is open Monday-Friday 9.30am – 4.30pm.
(Wednesday 10am to 4.30pm). (Closed at lunchtime from 12.30pm – 1.30pm).

University Road

35 University Road,
Belfast, BT7 1ND



8.2 Miles Away

Shortest distance by road as obtained from rac.co.uk

**You can bank at
any AIB (NI) Branch**

Find out more at aibni.co.uk



NEAREST POST OFFICE® TO LISBURN BRANCH

Address:

23-25 Bow Street, Lisburn,
County Antrim,
BT28 1BJ

Distance (from closing branch):
0.1 miles away*

*Shortest walking distance obtained from rac.co.uk

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As an AIB (NI) customer, you can avail of the following services at the Post Office®:

- Get a balance, withdraw cash and lodge cash using your Visa Debit card.
- Lodge cash using a Post Office Cash Deposit card. Your account is credited immediately.
- Lodge cash using a pre-printed lodgement slip. Cash deposits made using a pre-printed lodgement slip will take one additional day to credit to your account.
- Lodge cheques using a pre-printed lodgement slip. The clearing cycle will begin when we receive the cheque, usually the next banking day.
- Exchange notes for coin (business customers only).
- Cash cheques up to an agreed daily limit (business customers only).
- Lodge cash up to £20k using Timesaver (business Quick-lodge customers only), credited the following working day.

Find out more at aibni.co.uk/ways-to-bank/post-office

NEAREST LOCAL BANKS



Nationwide

15 Bow Street
Lisburn BT28 1EL
0.1 miles away*

Halifax

2-4 Bow Street
Lisburn BT28 1PL
0.1 miles away*

NEARBY FREE TO USE CASH MACHINES



Nationwide

15 Bow Street
Lisburn BT28 1EL
0.1 miles away*

Halifax

2-4 Bow Street
Lisburn BT28 1PL
0.1 miles away*

*Shortest walking distance obtained from rac.co.uk

Broadband available close to this branch[†]

	Highest available download speed	Highest available upload speed	Availability
Standard	16mbp/s	1mbp/s	✓
Superfast	77mbp/s	19mbp/s	✓
Ultrafast	–	–	✗

[†]Information found on checker.ofcom.org.uk and searching branch postcode.

Other ways for customers to do their everyday banking

We want to make banking that works around your schedule, and is as easy as possible. We offer a range of convenient ways to bank, so you can manage your money whenever you need to, from wherever you are, without needing to visit a branch.



Online Banking – Be it a desktop, tablet or phone, you have the flexibility of banking at a time and place that suits you.



Mobile Banking – To use the Mobile Banking App you'll need to be registered for Online and Phonline Banking. This enables you to securely check your balance, pay your bills, and transfer funds to any UK account. You can even apply for a personal loan.



Phonline Banking – Phonline 0345 793 0000 (available 8am-midnight, 7 days a week) gives you an automated self-service facility that gives you a secure and confidential banking service that fits your schedule.



Cash Machines – Our cash machines are not just for cash transactions. Using your AIB (NI) Visa debit card and PIN, you can make balance enquiries, print off a mini statement and change your PIN.



Post Office® Services – Everyday banking is available at the Post Office®. You can check your balance, withdraw and lodge cash and cheques and make transactions.



Google Pay & Apple Pay – By adding your debit card or personal credit card to your phone, you can pay when seeing the Contactless logo.



Contactless – For debit and credit cards with the Contactless symbol, you can simply touch and pay for items that cost £45 or less.



Cashback – A Visa debit card allows you to make purchases with cashback up to £100. Please note, not all merchants will offer cashback.

More information at: aibni.co.uk/ways-to-bank

Definition of key terms:

'Branch facilities' – The list of services available within the branch such as counter, ATM, enquiries and appointments.

'Counter transactions' – Over-the-counter banking activities completed with a cashier. This usually consists of transactions such as withdrawals and lodgements.

'Customer profile' – The split between the type of customers who use the branch; business or personal.

'Digitally Registered' – Customers who are registered for AIB's online, mobile or phonline banking services, and business customers who are registered for iBusiness Banking

'Everyday banking' – Checking account balance, lodging or withdrawing cash or cheques, and transferring money to other accounts.

'Footfall' – The number of customers who conduct over-the-counter transactions.

'Fully accessible' – Access to branches such as, wide doors, lowered counters, ramp access, and hearing loops.

'Lending Standards Board' – primary self-regulatory body for the banking and lending industry, whose goal is to drive fair outcomes for both personal and business customers through independent oversight.

'Over-the-counter transaction' – Refers to transactions such as withdrawals and lodgements made in the branch.

'Post Office® transaction' – Customers who have made a counter transaction at a Post Office® branch in the past 12 months.

'Transaction' – Payments in to and out of your account, such as transferring money to other accounts, and lodging and withdrawing cash or cheques.

'Vulnerable Customer' – The Financial Conduct Authority defines a vulnerable customer as someone who, due to their personal circumstances, is especially susceptible to harm, particularly when a firm is not acting with appropriate levels of care.

If you need this brochure in Braille or in large print, ring **0345 646 0431** or ask your branch. Customers with hearing difficulties can use our Text Relay service by dialling **18001 0345 6005 925**.

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