

LOUIE FRENCH MP
OLD BEXLEY & SIDCUP



HOUSE OF COMMONS
LONDON SW1A 0AA

Abhinav Virmani
Local Director
HSBC UK

18 March 2022

Dear Mr Virmani,

I am writing regarding the decision to close the HSBC branch on Sidcup High Street. I am obviously extremely disappointed and concerned over this decision given the significant reliance local residents and businesses place on local banking, particularly vulnerable and elderly residents.

The HSBC Sidcup branch is frequently busy and well-used by local residents and businesses and I would therefore be grateful if you could outline the reasons for this closure and what consideration has been given to the impact of the branch and ATM closure on local customers' everyday banking needs, particularly given the Eltham branch closure in close succession. I would also be grateful if you could outline whether consideration was given to changing the Sidcup branch to a Digital Service branch or a Cash Service branch as an alternative to closure.

Given that your own data shows 29% of Sidcup branch customers solely rely on branch banking and no other methods, I am concerned for the impact this closure will have on customers. Whilst I appreciate the package of support HSBC will offer to customers, particularly to vulnerable customers and through the HSBC@Home programme, I would appreciate if further details could be provided on this support including how constituents may be able to access this.

I welcome that most personal and business counter transactions can be completed at Post Offices, but I note that you have highlighted the nearest Post Office as 1.8 miles away at 170 Halfway Street and would like to inform you that a new Post Office counter opened at Ambica, 153 Station Road, Sidcup, DA15 7AA last month. I would therefore be grateful if contact could be made with the Postmaster and if you could include this smaller branch when signposting customers to the nearest Post Office given its closer proximity.

Lastly, I would like to invite you for a meeting to discuss local banking needs across Old Bexley & Sidcup, as I am very concerned by the departure of high street banks in Sidcup and other town centres such as Welling.

Yours sincerely,

A handwritten signature in blue ink, appearing to be 'Louie French'.

Louie French MP
Member of Parliament for Old Bexley and Sidcup

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