



## Economy, Energy and Fair Work Committee

Matthew Harris  
Group Public Affairs Manager  
Lloyds Banking Group

The Scottish Parliament  
Edinburgh  
EH99 1SP

Tel: (0131) 348 5207  
RNID Typetalk 18001 0131 348 5207

Sent by email only

economyenergyandfairwork@parliament.scot

11 February 2020

Dear Matthew,

### **Impact of bank closures inquiry**

The Economy, Energy and Fair Work Committee held an inquiry on the impact of bank closures in 2018.

At its meeting on 10 December, the Committee took evidence from a number of witnesses as follow up to the inquiry.

In its report, the Committee suggested that Banks work with local communities to identify best use of empty bank buildings and report back to the Committee in 12 months, so by July 2019. I would be grateful if you could provide the Committee with an update on this matter.

In its report, the Committee welcomed the mobile banks that have been made available to RBS and Bank of Scotland customers but expressed regret that these vehicles are not all accessible to people with reduced mobility.

The Committee asked RBS to review this as a matter of urgency and to report back to the Committee with its conclusions. The Committee also asked the banks which do not offer mobile banks to consult with their customers to establish whether there is a need in the communities where they have closed branches.

I would be grateful if you could provide the Committee with an update on what mobile banking facilities are available to your customers in Scotland and whether these facilities are fully accessible.

It would be helpful to receive a response by 7 March.

Kind regards

Gordon Lindhurst MSP  
Convener