

Impact of Bank Closures

Margaret G Rae

Dear Sir,

I am taking the liberty of making my protest on bank closures by letter as we do not own a computer. I heard about the bank closures in Whitburn early last year. I have written to RBS, various councils, MSP's and MP's about these closures.

The RBS branch in Whitburn was the biggest in the district. It was always busy, the TCM's were also busy, however whenever I wrote to RBS I was told I was wrong. I do not recall RBS conducting a survey so I took it upon myself to monitor the customers in the bank every time I made a visit. There was never less than 10 people waiting to be seen, worst times there could be 20+ people queuing to be seen.

It's the take it or leave it attitude RBS has that annoys me. I do business for an elderly relative, now in a nursing home. If I require to-do business on this account I have to go to Bathgate to deposit cheques etc. I use the Post Office which provides an excellent service however for other business I have to travel.

We used to have two banks and a building society but we now have nothing, they have all departed, The Clydesdale Bank, the Nationwide to Livingston and RBS to Bathgate. It is not an ideal situation for older people like myself who perhaps do not drive. It's just certainly not ideal for the businesses in the town either.

When Armadale 2 ½ miles distant, Harthill 2 miles and Fauldhouse 3 miles, also, Blackburn 3 miles all closed, Whitburn branch served all these communities. The last time we visited Bathgate RBS there was a queue out the door, every automated machine was in use. It was a nightmare. But who cares? Not RBS. I do not suppose they will listen to what people like me want and as I said earlier I have protested to many.

I hope your enquiry has some success. I only wish the survey you are conducting was available to all and not just online.

Yours faithfully

Margaret G Rae (Mrs)

N.B. I did suggest that RBS should take a part of any of West Lothian's councils' partnership centres and run even a part time service from these premises, if not possible, a two day a week service in each area is better than nothing.