



Impact Assessment

Bristol branch update

Date of proposed changes:
Saturday 5 September 2026



In May, we announced that in a few UK cities, we currently have a Coventry Building Society branch and The Co-operative Bank branch operating in close proximity. We're therefore closing one of our branches and moving the full range of our products and services to the other. In some cases, this is the Society branch, in others, it will be the Bank branch.

On Saturday 5 September 2026 at 12pm our Bristol branch will close and our colleagues, plus access to our products and services, will move to The Co-operative Bank branch in Bristol. This is located just a 2-minute walk away from the current Coventry Building Society branch.

We published an Impact Assessment to give people more information about why this is happening and what alternatives were available. You can still read this on our website and copies are available in the Bristol branch.

We also said that two weeks before the Bristol branch closed, we'd publish this update with any feedback we'd received and how we were going to answer any issues or concerns raised.

Communicating this change to our members and customers

We contacted members and customers who had transacted in our Bristol branch within the last 12 months, either by letter or email.

	Number of letters	Number of emails
Customers	484	1,758

Impact Assessments

Impact Assessments explaining the move and other ways to manage your account(s) were uploaded to the Society's website and available in branch.

In the branch

We've displayed posters in the Bristol branch with information about the services that will be available when we move to The Co-operative Bank branch in Bristol.

We also talked about the move with customers who visited the Bristol branch. We gave them directions to our new location and supported them with any additional needs they may have.

Looking after our community

We spoke to customers who need extra support, both by phone and during branch visits. We chatted to them about the branch closure and how to get to The Co-operative Bank branch. This helped us to spot any specific needs they may have.

We also talked about different options that may be available to them to make sure they felt supported.

We will continue attempting to contact those customers who we haven't yet spoken to.

Total number of customers who transact in the branch who need extra help	Number of these customers that were successfully spoken to on the telephone or during branch visits	Total percentage of customers successfully contacted
6	3	50%

Communicating this change with the local community

We informed the following stakeholders that we'll be bringing our brands together under The Co-operative Bank location.

Carla Denyer MP , House of Commons, London SW1A 0AA
Bristol City Council , City Hall, College Green, Bristol BS1 5TR
Citizens Advice Bristol , 48 Fairfax Street, Bristol BS1 3BL
Age UK Bristol , The Withywood Centre, Queens Road, Withywood, Bristol BS13 8QA

Feedback from our customers

Customer feedback	Customer complaints
1	0

When discussing the impact with customers, colleagues have taken time to understand individual customer needs and explained the support available to them.

This has included:

- Other ways to manage their accounts, such as online banking or our app
- The options available to access cash through cash machines
- The range of services available by telephone banking.

Colleagues have referred customers to the information provided in the Branch Impact Assessments.

Feedback from stakeholders

We let community stakeholders know we'd be closing our Bristol branch and our colleagues, plus access to our products and services, will move to The Co-operative Bank branch in Bristol.

Our communication included a link to the Branch Impact Assessment which outlined the reasons to bring our two brands together under one roof. It also included data on branch usage, and a summary of the other ways customers can manage their accounts.

Stakeholders were invited to contact us to discuss the impact of this decision.

Next steps

Following a review of the above feedback, the Bristol branch will close on Saturday 5 September 2026. On Monday 7 September 2026, both Society and Bank colleagues will be pleased to welcome you to our The Co-operative Bank branch.

Who you can speak to

You can contact us using any of the details below.

Contact us

At a branch

For details of our opening hours, visit **thecoventry.co.uk**

Online

thecoventry.co.uk

By phone

0800 121 8899

By post

Oakfield House, PO Box 600,
Binley, Coventry CV3 9YR.

Media Relations team

If you're an external organisation representing customers who may be impacted by these proposals, please contact:

Lawrence Vousden

Head of Policy and Public Affairs
media@thecoventry.co.uk

Making our services accessible

If you feel like you might need extra support, on a short or long term basis – for any reason – there are lots of ways we can help.



Scan the QR code or go to

www.coventrybuildingsociety.co.uk/member/supportingmembers

for more information on how we can help or to download the Making our Services Accessible leaflet.

-  We can also send you a copy of the Making our Services Accessible leaflet, or this leaflet, in large print, Braille or on audio CD. Call us on **0800 121 8899** and we'll be happy to help.

Coventry Building Society is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority (www.fca.org.uk) and the Prudential Regulation Authority firm (reference number 150892).

For more information, visit our website **thecoventry.co.uk**, call us on **0800 121 8899** Monday to Friday 8am–7pm or Saturday 9am–2pm, or pop into a branch. Calls to 0800 numbers are free from the UK. You may be charged for calls to all other numbers, please contact your service provider for further details. Calls may be monitored or recorded to help improve our service and as a record of our conversation. Information correct at July 2026.

Coventry Building Society. Principal Office: Coventry House,
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