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Dear Mr Stuart,

We are writing to you regarding the recent announcement that HSBC will close the Mile Cross branch in Norwich North next year.

This branch provides vital services to residents in Mile Cross and we urge you to rethink its closure. As you noted in your own evaluation, over a quarter (27%) of customers rely on branch-only banking and no other methods. We are concerned that this closure will have a disproportionate impact on older, disabled and financially excluded people. The nearest alternative HSBC branch is in Norwich city centre which is nearly 3 miles away and takes over half an hour to reach by public transport and is an additional cost when many residents are already feeling the impact of the cost-of-living crisis.

We are also concerned about the impact on members of HSBC staff who work hard to serve our local community and urge you to ensure their jobs are safeguarded.

In the middle of a cost-of-living crisis, people need access to financial services and their local bank more than ever and it is also within this context that we urge you to keep this branch open.

Yours Sincerely,

Cllrs Jake Huntley, Vaughan Thomas and Vivien Thomas
Norwich City Labour Councillors for Mile Cross

Cllr Chrissie Rumsby
Norfolk County Labour Councillor for Mile Cross

Alice Macdonald
Labour and Co-operative Parliamentary Candidate for Norwich North