



Impact Assessment

Branch: Banbury

Change to branch opening hours feedback

How we responded and supported our customers

Feedback update:

Published December 2025



Communicating this change to our customers

We wrote to customers who have transacted in this branch within the last 12 months.

	Number of letters
Customers	2892

Branch notices

Across our branch network, we displayed new opening hours and alternative ways for customers to access cash when the branch is closed.

Impact Assessments

Impact Assessments explaining the proposed changes and alternative ways to manage your account(s) were uploaded to the Society's website.

Branch

We talked about the proposed changes with customers who visited the branch. We offered help with registering for and using alternative channels, including online banking and our app.

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 changes. 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.

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
51	45	88%

Communicating this change with the local community

We informed the following stakeholders of the proposed changes in branch opening hours.

Stakeholder contacted by letter
Sean Woodcock , House of Commons, London SW1A 0AA.
Oxfordshire County Council , County Hall, New Road, Oxford OX1 1ND.
West Northamptonshire and Cherwell Citizens Advice .
Age UK Oxfordshire , 10 Napier Court, Barton Lane, Abingdon OX14 3YT.

Changes to our opening hours

From **5 January 2026**, our opening times are changing. The new opening times will be:

Monday	10.00am - 3.00pm
Tuesday	10.00am - 3.00pm
Wednesday	10.00am - 3.00pm
Thursday	10.00am - 3.00pm
Friday	10.00am - 3.00pm
Saturday	9.00am - 12.00pm
Sunday	Closed

Closed on bank holidays

You'll still be able to manage your account online if you visit our website www.thecoventry.co.uk, on our app or by calling us on 0800 121 8899
Monday to Friday 9am – 7pm and Saturday 9am – 2pm

Calls to 0800 numbers are free where made from the UK. You may be charged for calls to all other numbers unless contact your service provider for further details. We may monitor, record, store and use information

Coventry Building Society
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Feedback from our customers

We haven't had any customer feedback or complaints as a result of our proposals.

When discussing the impact of the changes 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 outside of branch opening hours, such as online banking or our app
- The options available to access cash through ATMs
- The range of services available by telephone banking, which offers extended opening hours.

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

We're still committed to supporting our customers. We'll continue to engage with them and address personal concerns, both before and after our new opening hours begin.

Feedback from stakeholders

Community stakeholders were notified of the proposed changes to the branch opening hours at the same time as customers.

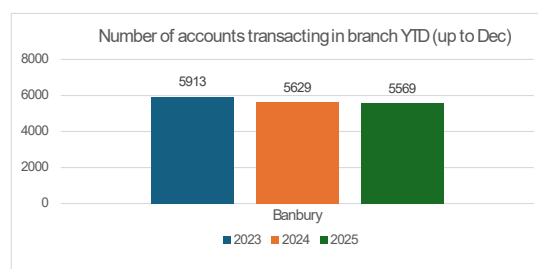
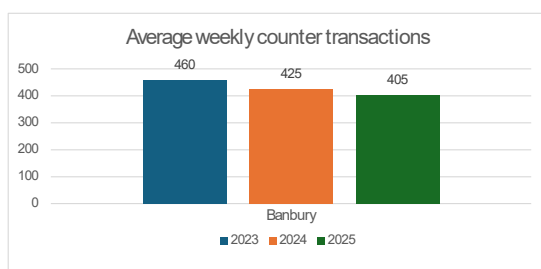
Our communication included a link to the Branch Impact Assessment which outlined the reasons for the changes. It also included data on branch usage and a summary of the other ways customers can manage their accounts.

Stakeholders were invited to contact us to discuss the impact of the change to opening hours and the other ways customers could manage their accounts when the branch is closed. No responses or feedback were received following our engagement.

Latest update of customers using the branch

We've continued to monitor the trends of customers using the branch following publication of the original Impact Assessment. The bar charts below show the latest available data as at the time of publication.

The data confirms that the average weekly counter transactions completed by customers, and the number of accounts transacting in the branch, have continued to reduce compared to prior years.



Next steps

Following a review of the above feedback and the continued reduction in branch usage identified through the Branch Impact Assessments, we'll be proceeding with the proposed change to opening hours with effect from **5 January 2026**.

Who you can speak to

If you think you might be affected by this, 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.



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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. Calls may be monitored or recorded to help improve our service and as a record of our conversation. Information correct at December 2025.

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