



PROGRESSIVE

BUILDING SOCIETY

**Arthur Square branch  
will be closing on  
Friday 29 May at 2pm**

Impact Assessment

# Why we're closing

Following a review of our branch network, we have reluctantly made the decision to close our Arthur Square branch. As a mutual, we consistently review our business to ensure that we operate as sustainably and cost-efficiently as possible. The closure of our Arthur Square branch means we can reinvest in our branch network in order to meet the changing needs and expectations of our savings and mortgage Members.

## Supporting our Members

We will be writing to affected Members to let them know about the branch closure.

Your account(s) will not be affected by the branch closure and can still be operated through any of our other branches or agents.

We're always here to help. If you require further information or additional assistance, you can:

### Contact or visit any of our branches

The details of your nearest branch can be found overleaf. Alternative branches and opening hours can be found online at [theprogressive.com/branch-finder](http://theprogressive.com/branch-finder)

### Visit our website

A copy of this Impact Assessment is available at [theprogressive.com/arthur-square](http://theprogressive.com/arthur-square)

### Call us

Savings Support Team: 028 90 160 950  
Mortgage Support Team: 028 90 160 949  
Lines open Monday to Friday, 9am - 5pm

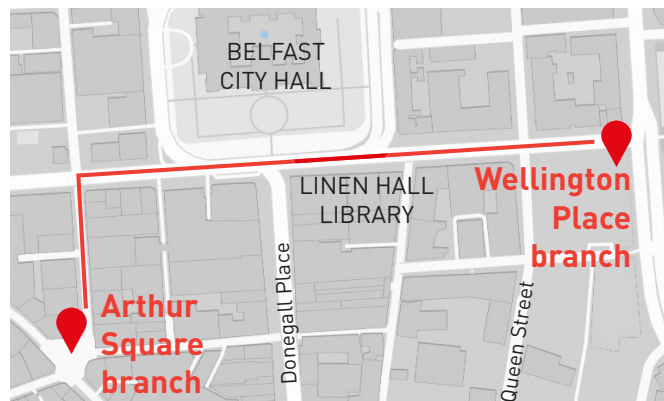


# Alternative branches

Your nearest Progressive branch:

## **Wellington Place**

33/37 Wellington Place  
Belfast  
BT1 6HH  
028 90 821 821  
**0.3 miles away**



Other nearby branches are:

## **Glengormley**

323 Antrim Road  
Newtownabbey  
BT36 5DY  
028 90 839 329  
**6.2 miles away**

## **Lisburn**

3 Market Place  
Lisburn  
BT28 1AN  
028 92 602 802  
**9.4 miles away**

## **Newtownards**

4 Conway Square  
Newtownards  
BT23 4DD  
028 91 819 709  
**10 miles away**

## **Bangor**

6 Castle Street  
Bangor  
BT20 4ST  
028 91 270 348  
**13.7 miles away**

# Community engagement

Progressive Building Society prides itself on playing a key role in the local community. We therefore feel that it is important to engage with local stakeholders and decisionmakers to advise them of the branch closure, and provisions that are being made for our Members. We will be writing to the following:

MP for South Belfast  
Belfast City Council  
Finance Minister

Belfast Chamber of Commerce  
Minister for the Economy  
Citizen's Advice

Consumer Council  
Age UK  
COPNI

# Glossary

## **Additional assistance**

A customer who needs additional help in operating their account(s) with Progressive, whether this is due to a physical or mental disability, bereavement, age or any other condition.

## **Affected Member**

A Member who has opened an account with or has transacted in Arthur Square branch.

## **Alternative branches**

These are the closest branches to where Arthur Square branch is located. Distances are taken from Google Maps and accurate at the time of print.

## **Members**

As a mutual organisation, Progressive's customers are known as Members.

## **Mutual**

Building societies are mutual organisations which means they are owned by customers, known as Members, and not external stakeholders.



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Progressive Building Society is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority. Financial Services Register Number 161841. All calls may be recorded and/or monitored. The Society is a member of the Building Societies Association.

The Society has an internal complaints procedure. Complaints that cannot be resolved may be referred to the Financial Ombudsman Service, Exchange Tower, London E14 9SR (tel: 0800 023 4567 or 0300 123 9123) or email: [complaint.info@financial-ombudsman.org.uk](mailto:complaint.info@financial-ombudsman.org.uk).