

Impact Assessment

Agency Closure Impact Assessment – Neilsen-fforde Life & Pensions Ltd – 166 / 170 Kingsway, Belfast, BT17 9AD

At Announcement

Per the Access to Banking Standard – *“The (Society) must publish at the time of the announcement an Impact Assessment and make all customers aware of its availability together with any other documentation and information that will allow the customer to understand”*:

Access to Banking Standard - Requirement	Progressive information
The Society’s procedure for deciding to close a agency	<p>The Access to Banking Standard requires organisations to publish an Impact Assessment when they close any agencies. We’ve chosen to publish this document to do the right thing for our members, to make sure they’re informed of our plans.</p> <p>When we were looking at our agency network, we considered a number of things. First of all, we thought about how a closure might impact any members. We also considered if and how the agency in question could fit in to our future plans, all whilst delivering the best value for our members. The Society has invested in its high street branches and has recently launched an online savings platform for our members. Our members are changing how they wish to manage their money with us and can now access funds online. Following a comprehensive review of our agency network, a decision has been taken to close our agency at Neilsen-fforde Life & Pensions Ltd.</p>
The main reason for the closure of that agency and, while maintaining commercial confidentiality where appropriate, what information was used to make that decision	We analysed the number of transactions taking place at the agency since 2019 and the number of customers using the services and found that the demand from customers has fallen. We consistently review our business operations and having reviewed the effectiveness of the agency, we have taken the very difficult decision to close our agency at Neilsen-fforde Life & Pensions Ltd.
How the Society defines the terms it uses in its Impact Assessment	<p>Counter transactions or transactions – the number of cash or cheque deposits and withdrawals over a representative timeframe (2019 – date)</p> <p>Online Services – Where a member can register and transact on their Progressive account</p> <p>Footfall – The number of customers accessing Progressive services at the agency</p> <p>Vulnerable - someone who, due to their personal circumstances, is especially susceptible to harm - particularly when a firm is not acting with appropriate levels of care</p>

<p>The Society’s assessment of the impact of the closure on customers</p>	<p>We recognise that this closure will impact Members who use the Progressive Agency at Neilsen-fforde Life & Pensions Ltd. Customer mortgage and savings accounts will continue to operate normally and will not be affected by the closure of the agency. You can manage your account at any of our other branch / agency locations. Your terms and conditions will not change.</p> <p>Should you have any questions or concerns, you can contact us on 0800 0294 997 and a member of our team will be happy to assist you.</p> <p>We will write to all Members who transact at the agency to inform them of this closure.</p>																				
<p>The date of the closure</p>	<p>31st March 2023</p>																				
<p>What the alternatives are, how they can be accessed, and what the Society will do to help or assist with all or each of those.</p>	<p>We are always here to help and you can request additional assistance by visiting any of our branches or by contacting us by telephone. You can contact our mortgage helpline on 02890 160949 or our savings helpline on 0800 0294 997 from 9am to 5pm. Alternatively customers can telephone any of our branches directly. Contact numbers are available on the Society website – www.theprogressive.com</p> <p>Specific focus will be given to supporting vulnerable customers and to those who require additional assistance pre and post closure. We will proactively contact each member identified as vulnerable and those who we feel may need additional assistance.</p> <p>Your nearest alternative branch is at 3 Market Place, Lisburn, BT28 1AN - 4 miles from the Progressive Agency at Neilsen-fforde Life & Pensions Ltd.</p> <table border="1" data-bbox="801 986 2002 1121"> <thead> <tr> <th>Branch</th> <th>Distance (Miles)</th> <th>Address</th> <th>Telephone</th> <th>Opening Hours</th> </tr> </thead> <tbody> <tr> <td>Lisburn</td> <td>4</td> <td>3 Market Place, Lisburn, BT28 1AN</td> <td>028 9260 2802</td> <td>Monday – Friday 9.00am – 4.00pm</td> </tr> </tbody> </table> <p>Alternatively, other branches nearby include:</p> <table border="1" data-bbox="801 1193 2002 1313"> <thead> <tr> <th>Branch</th> <th>Distance (Miles)</th> <th>Address</th> <th>Telephone</th> <th>Opening Hours</th> </tr> </thead> <tbody> <tr> <td>Belfast</td> <td>5</td> <td>33-37 Wellington Place, Belfast, BT1 6HH</td> <td>028 9082 1821</td> <td>Monday – Friday 9.00am – 4.00pm</td> </tr> </tbody> </table>	Branch	Distance (Miles)	Address	Telephone	Opening Hours	Lisburn	4	3 Market Place, Lisburn, BT28 1AN	028 9260 2802	Monday – Friday 9.00am – 4.00pm	Branch	Distance (Miles)	Address	Telephone	Opening Hours	Belfast	5	33-37 Wellington Place, Belfast, BT1 6HH	028 9082 1821	Monday – Friday 9.00am – 4.00pm
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Other Requirements of the Standard

Post Announcement and Pre-Closure the Society will provide further information that will:

- Communicate clearly and simply with all customers and stakeholders when appropriate so they understand:
 - Where and from whom they can obtain assistance on any specific issues or concerns they may have?
 - What were the issues that stakeholders raised and what has been the outcome of each?
 - How and where they can raise questions which they feel have not been addressed?
 - How the Society can provide help and assistance after closure?

- Consider which individual may be vulnerable or require additional assistance and proactively contact them to find out if they require any further help or assistance. The Society will take action and support customers to:
 - Be aware of and understand each of the alternatives offered by the Society and others who offer a service to the Society;
 - Understand what those alternatives provide in terms of service and functionality;
 - Know how and where they can obtain further information, help and assistance in deciding how they might use or access them;
 - Know how and where they can discuss concerns and issues they have with the closure and what it means for them; and
 - Know that the personnel they are speaking to at the Society have the skills and competencies to deal effectively with the issues and concerns they raise.

The Society will also ensure that Stakeholders where appropriate:

- Understand clearly what it is that the Society will do to provide any mitigation in relation to the closure and how that could be put in place;
- Clearly understand what they need to do and with whom to discuss and implement any form of mitigation offered; and
- Know that the personnel they are speaking to at the Society have the authority and competencies to deal with the mitigation issues that they wish to address.