

EMBARGOED UNTIL MONDAY 16 DECEMBER 2019

Bank of Scotland opens state-of-the-art Argyle Street branch following multi-million pound refit

A state-of-the-art ‘flagship’ Bank of Scotland branch has opened in Glasgow after the bank transformed its existing premises on Argyle Street.

Designed to meet the changing needs of high street customers and act as a testing ground for the future of banking in Scotland, the new flagship branch brings together a host of new services, designed to create a very different high street banking experience for both personal and business customers.

New features and services include:

- The first Bank of Scotland branch to have a dedicated business hub with a ‘Business Connector’ employed to give local start-up businesses specialist support, alongside a professional space in which small business owners can work and network with other entrepreneurs.
- A new home buying service to help customers with all aspects of purchasing a property, with expert colleagues on hand at all times, available without appointment, and using the latest interactive digital tools.
- Quality food and barista crafted coffee available in-branch thanks to a partnership with local social enterprise Social Bite, providing a warm, informal space for customers and visitors to chat, meet, work and learn.
- Regular events run in partnership with companies including Google and Microsoft to share expertise on topics such as home buying and digital skills for children.
- Extended opening hours with the branch open seven days a week, and until 7pm on week nights, providing customers with more flexibility to visit at a time which suits them.

Tara Foley, Manager Director at Bank of Scotland, said: “It’s exciting to finally open the doors to our new state-of-the-art flagship branch in Glasgow. While new technology is rapidly changing the way many people do their day to day banking, support and guidance from our colleagues remains crucial for the big or unexpected moments in our customers’ lives, such as buying a home, having children, or dealing with a bereavement.

“That’s why we’ve created a different kind of bank branch. This will offer the services that we know customers want in a modern and flexible environment, combining the latest in interactive digital technology with the trusted personal service provided by our expert colleagues.”

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Press Release

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Need to know

- Bank of Scotland has the biggest branch network of any bank in Scotland, with nearly 200 branches along with a mobile branch network serving over 100 locations.
- Argyle Street is one of the country's busiest branches with over 50,000 customers coming through the doors each month. It's also one of the largest, at 14,000 square foot spread over three floors, and is situated on the corner of Argyle Street and St Enoch's Square, just a stone's through from Central Station.
- The bank's connection with Argyle Street goes back more than 100 years. Glasgow-based Union Bank of Scotland (which merged with Bank of Scotland in 1955) opened a branch at 174 Argyle Street in 1880.

About Social Bite

- Bank of Scotland is proud to be partnering with the local social enterprise Social Bite for the in-branch cafe. Social Bite runs cafes and food delivery throughout Scotland. All profits and funds raised from individual donations support their mission to end homelessness in Scotland. Every year they give away over 140,000 items of food and drinks from their cafes in Edinburgh, Glasgow and Aberdeen.
- Customers will be able to 'Pay it Forward' and buy a hot drink for hot meal for someone experiencing homelessness in Scotland. All profits made in the cafe will go towards Social Bite to support their great work.
- Money raised at their Sleep in the Park events helped to build the Social Bite Village and start Housing First Scotland which means providing someone affected by homelessness with a permanent home and extensive wraparound support.
- Additionally, the Social Bite Academy provides supported employment or volunteering to people affected by homelessness and/or with other complex needs. One in three of their social enterprise staff have a background of homelessness.

Notes to editor:

The new Bank of Scotland flagship branch in Glasgow's Argyle Street is the third flagship branch opened by Lloyds Banking Group, and the first in Scotland. The first was opened in Manchester city centre under the Lloyds Bank brand with a Halifax branch opening on Oxford Street in London last year.

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