

# Press Release



FOR IMMEDIATE RELEASE

## Bank of Scotland highlights colleague contribution during lockdown

- **New advert airs on Thursday 14 May**
- **Comedian Susan Calman returns to showcase bank's support**

Today (Thursday 14 May), Bank of Scotland will showcase the dedication of its key worker colleagues, who continue to support customers during the Coronavirus crisis.

A new advert, filmed by colleagues over the last fortnight and featuring TV star comedian Susan Calman, highlights the support provided to customers as colleagues continue their vital roles helping customers in branches, call centres and at home during the global pandemic.

Kerry Lumsden, 38, works in the bank's call centre in Dunfermline and is one of the friendly faces featured in the advert. As a result of the pandemic she has most recently been helping the team to answer calls on the dedicated over 70s priority phone line, supporting isolated and vulnerable elderly customers with their everyday banking needs.

**Kerry said:** "I feel incredibly proud to be able to continue supporting the people of Scotland at this difficult time. I am delighted to represent my colleagues, and our efforts to help customers, businesses and our local communities through this period of uncertainty."

"Taking part in the advert was such an exciting experience and something I've never done before. We filmed it on our mobile phones from the call centre, with the producer pointing us in the right direction on a video call."

**Tara Foley, Managing Director, Bank of Scotland, said:** "In such unprecedented times it's testament to the resilience and dedication of colleagues who have been able to adapt to ensure we can continue to support customers when they need us most. They continue to show commitment and compassion at this difficult time, which is why we wanted to showcase the help they are providing to thousands of families across Scotland, whether that's from a branch, call centre or their own home."

The advert will premiere during 'Who Wants to be a Millionaire' on ITV1 this evening, Thursday 14 May, and can be found [here](#).

Bank of Scotland has introduced a range of measures to support customers during the crisis including:

- Payment holidays for up to three months on mortgages, loans and credit cards
- £500 interest free overdrafts for current account customers
- Emergency access to savings in fixed term accounts without charge
- A dedicated telephone service to support those over 70, and priority calls for NHS workers

Bank of Scotland press team

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**BANK OF  
SCOTLAND**

- An increased limit for paying in cheques via mobile app from £500 to £1,000 per cheque
- The contactless limit on debit and credit cards increased to £45

**ENDS**

**Notes to editor:**

For more information on how the support Bank of Scotland is providing to customers at this time, visit:  
<https://www.bankofscotland.co.uk/helpcentre/coronavirus>

The advert can be found here: <https://www.youtube.com/watch?v=BERoiWE9HpQ&feature=youtu.be>