



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

Visit our website

A copy of this Impact Assessment is available at 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.