

Impact Assessment

Branch: Bristol

Date of proposed changes:
On Monday 7 September 2026, this branch will relocate to The Co-operative Bank, just a 2-minute walk from our current branch.

COVENTRY Building Society

About Coventry Building Society

Coventry Building Society is a mutual organisation owned by you, our members. Our story is a strong one: for over 140 years, we've put our members first. We keep your money safe and provide great value and service. We are also growing our membership and investing in your future, looking forward not back to stay relevant in a changing world.

In 2025, we officially completed our purchase of The Co-operative Bank. Since then, we've made great progress in bringing our two purpose-led organisations together. We've united teams and focused on our shared values. Both the Society and the Bank are driven by a deep focus on community and a commitment to doing the right thing for our members and customers.

We're bringing our Coventry Building Society products and services to The Co-operative Bank in Bristol

We've always been proud to be at the heart of your high street.

Since The Co-operative Bank became part of the Coventry Building Society family last year, we've been working to give you more flexibility and convenience when it comes to your everyday banking needs.

To make sure we're investing in the right way and in the right places, we've taken a look at all our branches. In a few UK cities, we currently have a Coventry Building Society branch and The Co-operative Bank branch operating in close proximity.

We're therefore proposing to close one of our branches and move the full range of our products and services to the other. In some cases, this is the Society branch, in others, it will be The Co-operative Bank branch.

In the instance of Bristol, we're proposing to move forward with The Co-operative Bank location.

We'll provide an update with any feedback we've received two weeks before the proposed closure. This will include details on how we're going to answer any concerns raised and our plans moving forward.

Key information about the Bristol closure and relocation

On **Saturday 5 September 2026 at 12pm**, the Bristol Coventry Building Society branch will permanently close. On **Monday 7 September 2026**, we'll welcome you to our newly refurbished The Co-operative Bank branch.

From this date, you'll be able to:

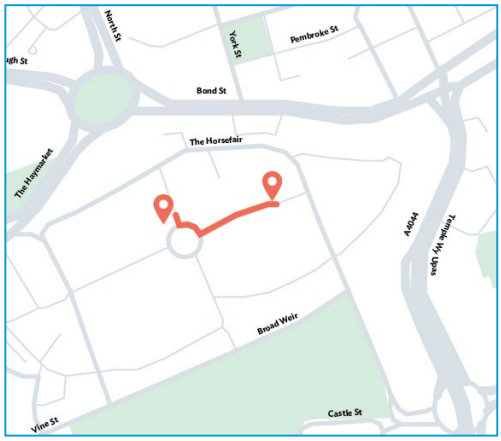
- Access Coventry Building Society's full range of products and services in The Co-operative Bank branch in Bristol.
- See the same friendly, familiar faces you know from the Bristol's Society branch. Colleagues from both Coventry Building Society and The Co-operative Bank will be on hand to help you.
- Receive the same warm welcome and great service we're known for.

The Co-operative Bank branch

The Co-operative Bank in Bristol is located just 0.1 miles from our current Coventry Building Society branch. This is just a 2-minute walk away.

Branch address: 14 Broadmead, Bristol BS1 3HH

How to get there:



Opening hours:

We're also pleased to let you know the branch will offer improved opening hours.

Opening hours	
Monday	9.00am – 4.00pm
Tuesday	9.00am – 4.00pm
Wednesday	9.30am – 4.00pm
Thursday	9.00am – 4.00pm
Friday	9.00am – 4.00pm
Saturday	9.00am – 12.00pm
Sunday	Closed

Below, we've listed a few cash machines that are nearby. Please be aware, some of these may incur a charge for using them.

Address	Distance
Metro Bank - Bristol, Broadmead 1, 40-46 Broadmead, Bristol BS1 3HB	0.04 miles away
Barclays Bank, 53-55 Broadmead, Broadmead BS1 3EA	0.05 miles away
Eurochange the Galleries Shopping Centre 2, Unit 7a The Galleries Shopping Centre, Broadmead, Bristol BS1 3DX	0.06 miles away

Other cash machines within one mile – more than 10.

Talking to the community

We know how important branches are to the communities they serve, and our fantastic branch colleagues make them places where people feel supported and valued. We know this move may affect some people. That's why we'll be reaching out to different groups to let them know about the change.

We'll write to all members who have transacted in the Bristol Coventry Building Society branch within the last year to let them know about the proposed relocation. We'll provide additional support, which will include:

- Talking to those that visit the branch to let them know how to find us when we move. We'll also help them to use our telephone and digital services via our online banking and our app if they'd like to.
- We'll signpost to other local organisations, such as Citizens Advice and Age UK.

We'll write to the following stakeholders to inform them of the proposed closure – local MP, local council, Citizens Advice and Age UK.

We'll publish a summary of any feedback we receive about the proposed relocation. This will cover how we're going to answer any issues or concerns raised. We'll make this report available in the Bristol branch and on our website.

We're committed to providing the very best branch service for our members, customers and local communities.

Who you can speak to

If you think you might be affected by this, and want to talk through your options, please call us on **0800 121 8899**.

If you are an external organisation and would like to submit feedback about the proposed closure, please contact our Media Relations team by email **media@thecoventry.co.uk**.

Other ways of using your account

You can call us on **0800 121 8899** Monday to Friday 8am-7pm and Saturday 9am-2pm to manage your account over the phone. You can make the same requests over the phone as you can in branch.

Explore our Telephone Services

https://www.coventrybuildingsociety.co.uk/member/help/managing-your-money/telephone-services.html

Managing your money online – it's quick and convenient to manage your money using our 24-hour Online Services. You can securely check your balance and interest rate, make or cancel payments and open new savings accounts without leaving the house. It's straightforward to register and all the help you need is available online.

Find out about Online Services

https://www.coventrybuildingsociety.co.uk/member/help/managing-your-money/online-services.html

Manage your money on our app – you can check your savings balance, view transactions and make payments to your Named Bank Account and Coventry Building Society accounts on the go.

Find out about our app

https://www.coventrybuildingsociety.co.uk/member/help/managing-your-money/app/features.html

Need some more support?

If you'd like to tell us about any specific support needs you have, please speak to us. We'll be happy to help with queries relating to:

- Bereavement
- Power of attorney
- Cost of living
- Payment difficulties
- Accessibility and wellbeing.

Explore the support we offer

https://www.coventrybuildingsociety.co.uk/member/help/member-support.html

Who you can speak to

If you think you might be affected by this or would like to send us some feedback, you can contact us using any of the details below.

Contact us

At a branch
For details of our opening hours, visit **thecoventry.co.uk**

Online
thecoventry.co.uk

By phone
0800 121 8899

By post
Oakfield House, PO Box 600,
Binley, Coventry CV3 9YR.

Media Relations team

If you're an external organisation representing customers who may be impacted by these proposals, please contact:

Lawrence Vousden
Head of Policy and Public Affairs
media@thecoventry.co.uk

Making our services accessible

If you feel like you might need extra support, on a short or long term basis – for any reason – there are lots of ways we can help.

Scan the QR code or go to

www.coventrybuildingsociety.co.uk/member/supportingmembers

for more information on how we can help or to download the Making our Services Accessible leaflet.

We can also send you a copy of the Making our Services Accessible leaflet, or this leaflet, in large print, Braille or on audio CD. Call us on **0800 121 8899** and we'll be happy to help.

Coventry Building Society is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority (www.fca.org.uk) and the Prudential Regulation Authority firm (reference number 150892).

For more information, visit our website **thecoventry.co.uk**, call us on **0800 121 8899** Monday to Friday 8am-7pm or Saturday 9am-2pm, or pop into a branch. Calls to 0800 numbers are free from the UK. You may be charged for calls to all other numbers, please contact your service provider for further details. Calls may be monitored or recorded to help improve our service and as a record of our conversation. Information correct at August 2026.

Coventry Building Society. Principal Office: Coventry House,
Harry Weston Road, Binley, Coventry, West Midlands CV3 2TQ.

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