

# Accord

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## MORTGAGE TELEPHONY SALES RESTRUCTURE

**TSB has announced plans to make changes to its Mortgage Telephony Sales (MTS) team which includes a reduction of 36 roles.**

Over the last 3 months, the bank has been offering customers a mortgage advised application through their local branch and, following positive feedback, will continue to do so on a permanent basis.

As a result, TSB is reducing its MTS team which will now operate out of its Swansea site. Only a small quality assurance team will remain in the Barnwood site.

And, due to limited roles being available through redeployment, compulsory redundancies are likely.

Accord has already contacted partners impacted by the announcement to offer advice and support.

Accord's Head of Membership & Services in TSB, Linda Crouch, said:

*"Although most of the impacted partners will be offered redeployment opportunities, it's disappointing that TSB, a bank that wants to lend more mortgages, is letting go of 36 qualified mortgage advisers."*

*"We will continue discussions with the bank about how best our members' interests can be protected in line with the Job Security Agreement. And we will do all we can to ensure that they are treated with respect."*

The new structure will be effective from the end of May 2017.

If you've got any comments, concerns or questions about the announcement, get in touch. My contact details are below.



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