

# HALIFAX FLAGSHIP – NEW OXFORD ST

WTD TRANSACTIONAL MI | 23 MAY 2018



## Overview

Supporting branch operational activities, please see high level daily transactional MI and some available Proposition MI. A more detailed Flagship MI view will be developed once we are in a BAU MI state

Activity	Mon 21/05	Tue 22/05	Wed 23/05	WTD
<b>ATM</b>				
% TTW				
% Lobby				
% Non Halifax Customers				
<b>IDM</b>				
<b>Counter</b>				
<b>Travelex</b>				

Flagship Zones	Mon 21/05	Tue 22/05	Wed 23/05	WTD
Kitchen Transactions				
Safe Deposit Box				
Coin Machine Volumes				
Appointments				

# HALIFAX FLAGSHIP SAFE DEPOSIT BOXES

CUSTOMER FEEDBACK & UPDATE AS AT 24/05



Safe Deposit Boxes	Mon 21/5	Tue 22/5	Wed 23/5	Thur 24/5	Fri 25/5	Sat 26/5	Sun 27/5	WTD
Appointments	4	1	0	3	3	10	2	23
Actuals	2	0	0	1				3

Planned	Week 2	Week 3	Week 4	Week 5	Week 6
Appointments	12	7	1	2	4

#### Customer Tour Feedback:

One customer broke down in tears after finding out she had the option keeping her valuables here. Customer had no idea we provided this service and had enquired at 5 other locations. The reason it was such an emotive topic for her is that all of her ID/documents were lost by her countries embassy. Customer wants a secure location to keep important documents such as biometric residence pass and passport.

#### Customer Feedback:

Customer thrilled to have the option of a safe deposit box. Customer is a private banking customer in addition to having a Halifax Savings account. Customer holds precious jewellery and high value items that are insured however due to the sentimental value of these and the fact they are heirlooms, customer wanted someone safe a secure. Something she lacked ever since Lloyds stopped providing these many years ago

## CUSTOMER FEEDBACK



Customers have been commenting on the new Flagship branch all week, here is a snapshot of what has been said so far...

*"Usually going into a Bank is a sad and dark experience, but your branch is so open, friendly and welcoming ..."*

*"I work for a bank in South Africa and I'm really impressed with your style of open banking...I love how everything is Digital and the Coffee Shop is a great way of engaging with customers..."*



*"I love doing the Branch tours and seeing the looks on customers faces when they see all the fantastic digital propositions we can offer them..."*

**Mahesh Patel, Branch Manager**

Following the first Customer Home Hub events, one customer commented...

*"The event was really informative and I found out loads of stuff I didn't know about that will really help me on my home buying journey..."*