

Griffithstown Agency Review

Our Griffithstown agency, 12 Windsor Road, Griffithstown will close on the 31st July 2026.

What changes are happening at Griffithstown Agency?

We will be closing our Griffithstown agency permanently from 31st July 2026.

What is this document?

The Financial Conduct Authority (FCA) requires organisations to publish an Impact Assessment when an organisation significantly changes its hours of opening or closes permanently. This document provides information on what we have done and alternatives for our customers.

Customer engagement:

- We have contacted all regular users of the agency.
- We will identify and address the needs of customers who need additional support in accordance with the guidance provided on their closest alternative branch.

We have and will provide additional support through this change as follows:

- Griffithstown based customers have been contacted via email or letter about the change and provided with alternative options such as visiting alternative local branches and using our online services.
- Full information about the closure and the support available is contained in the communication that has been sent.

A further update will be published with a summary of the feedback we have received, and how we're going to answer any issues or concerns raised. We will make this update available at the agency.

Why is Griffithstown Agency closing?

As a mutual organisation, we always think carefully about how we invest our customers' money. We've decided to close this agency after a careful review of how many customers use it. We are still fully committed to having branches and agencies and there is a branch under 3 miles away.

Transaction breakdown for the period 3 months prior to the change:

1st November 2025 - 31st January 2026	313 for the period
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Account opening breakdown for the period 3 months prior and post the change:

1st November 2025 - 31st January 2026	12 accounts opened
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What alternatives are there in the Griffithstown area?

The nearest Branches are:

- The closest Monmouthshire branch to Griffithstown is our Cwmbran branch. The branch is located at 8 The Parade, Cwmbran NP44 1PT. This branch currently operates Monday to Friday – 9am-5pm (10.00am Wednesdays) and 9am -12.30pm on a Saturday.
- Our Caerleon Road Branch is located at 183 Caerleon Road, Newport, NP19 7HA. This branch currently operates Monday to Friday – 9am-5pm (10.00am Wednesdays) and 9am -12.30pm on a Saturday.

Other ways of using your account

- MonBS App
- Local Branches, including the selection above

Who you can speak to

If you think you might be affected by this and want to talk through your options, please talk to the team at the Cwmbran branch by popping in or calling them on 01633 833933. Alternatively see the options below to get in touch.

Contact us

- For details of our opening hours and online visit www.monbs.com
- By phone: 01633 844340
- By post: MBS, John Frost Square, Newport, NP20 1PX



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Monmouthshire House, John Frost Square, Newport, South Wales, NP20 1PX

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