

THE *STRANGE HAPPENINGS* IN BANKS

Get out the garlic and hang your cross, Halloween is just around the corner. It's the time of year people prepare themselves for knocks at the door and unexpected activity. However, employees who work in Lloyds TSB branches say they experience 'out of the ordinary' behaviour all year round.

Lloyds TSB has over two and a half thousand branches and over 16 million customers. In a recent study of branch activity and customer service, the following list of unusual happenings, were uncovered.

- **Mystic intervention** A woman who described herself as a medium offered her services to remove unwanted energies and visitors from a branch
- **Pop idol audition**, A woman broke into song half way through review of her accounts and followed up her performance by sending her CD to the branch manager
- **Strictly ballroom** A dance teacher asked if she could use the branch after hours to hold dance classes for the elderly, the branch manager was offended when he was asked if he'd like to attend!
- **Mothers and babies** The interview room has doubled, on many occasions, as a baby feeding room and even a baby changing room
- **Farmers market** A customer who banks at a rural branch, regularly brings in home grown organic fruit and vegetables for branch employees

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- **On the couch** Financial advisors are often asked for advice outside of the financial arena, topics include; relationships, hairstyles, favourite dinner party dishes and even IVF treatment

Graham Lindsay, director for the Lloyds TSB branch network said “We pride ourselves on offering our customers a really personal service and a great experience in all of our branches. We hope that our customers always enjoy banking with us – even if they have experienced the occasional ‘out of the ordinary’ events over the years.

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Notes to editors:

Lloyds TSB have over 2000 branches throughout the UK.

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