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Trust me, they most certainly do have call centres in India doing the same work as the people being made redundant in Southend. Lloyds refuses to make redundancies off shore; I'll leave you to make your own conclusions as to why that is, but I would suggest pay rates come into it...

The most galling thing about this is that I have it on good authority that these staff were actually assured by a senior manager earlier this week that, 'your jobs are safe for the foreseeable future', his boss then came and dropped this bombshell yesterday!

Also immoral is that the effected department was still taking staff on until 5-6 weeks ago and some of these new staff have left reasonably secure jobs for, what they perceived, was a better job and are now left high and dry with no job to look forward to.

This all being done to loyal staff by a bank of which we, the taxpayers, own 43%. Also don't forget these people are not the 'fat-cats' of the banking world, they are ordinary men and women earning an average of c£17K pa. In other words the guy next door.

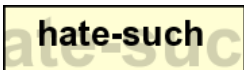
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Shock as 164 jobs to go at Lloyds call centre

7:50am Friday 17th July 2009

DEVASTATED workers have been told 164 jobs will be lost at the Lloyds TSB call centre in Southend.

Bosses broke the news to workers at the centre in Southchurch Road.

All the jobs that have been axed were in collections and recoveries and based at the high-rise building.

Staff must now wait to hear if they can be found roles in other parts of the banking group.

The news came as the bank announced a further 1,202 jobs will be lost across the group as a result of the merger with HBOS. It brings the total announced in the last 12 weeks to more than 8,000.

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