

# Bank to switch calls to India...

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**By The Evening Chronicle**

Lloyds TSB has confirmed that its Newcastle call centre will close in November, forcing hundreds of staff to find new jobs.

The announcement was reported in later editions of yesterday's Chronicle.

The plan to move the call centre to Mumbai in India means the 960 people at the Newcastle centre have to seek other jobs or wait to be offered alternative roles within the bank.

Representatives of the Lloyds TSB Group Union confirmed that between 400 to 500 people have left the Newcastle call centre to date, with about 150 going to jobs within the group.

Union officials are furious at the company's handling of the matter. There are still about 400 employees without jobs to go to, and the union insists it will not give up its fight to save the centre.

Steve Tatlow, assistant general secretary of the group union, said: "We now know it will close in November, though they won't put an exact date to it. That is because they don't want the attention that will bring."