



## This branch is closing – but your bank is always open

Our Frimley branch is closing  
on Friday 22 June 2018

Branch closure feedback and alternative ways to bank



## Sharing branch closure feedback

We're now nearing the closure of the Frimley branch of Barclays. Our first booklet explained why the branch is closing, and gave information on other banking services that we hope will be convenient for you.

We do understand that the decision to close a branch affects different communities in different ways, so we've spoken to people in your community to listen to their concerns. We wanted to find out how your community, and particular groups within it, could be affected when the branch closes, and what we could do to help people through the transition from using the branch with alternative ways to carry out their banking requirements.

### We contacted the following groups:

#### MP

Rt. Hon Michael Gove

#### Local council

Local councillors representing Frimley Ward on Surrey Heath Council

#### Local consumer groups

Age UK and Citizens Advice Bureau

#### Customers

A number of customers who regularly use the branch

### We asked all of the groups to answer three questions. You'll find their responses below.

#### In your opinion, what's the biggest effect that this branch closing will have on your local community?

##### You said to us:

There are some concerns that the closure may have an impact on the way customers can bank. There are also some concerns about what is happening to the staff at the branch.

##### We'd like to say:

We understand the concerns about the closure – and we'd like to reassure everyone that, before deciding to close, we looked very carefully at how the branch is used. We've seen a general fall in customers coming to this branch, and many customers already use nearby branches and Online or Telephone Banking.

For those who prefer face-to-face interaction, everyday banking can be done at the Post Office in Frimley – it's open Monday to Friday, between 8.30am and 6pm, and from 9am until 2pm on Saturdays. We're helping our customers understand which transactions they can do there.

Our staff will all be working in nearby branches after we close, so customers will be able to still see them at our other branches.

### What's the biggest effect that this branch closing will have on customers of the branch?

#### You said to us:

There were concerns about customers who depend on the branch – for example, those who find it hard to travel further.

#### We'd like to say:

We're speaking individually to those customers who are most likely to be affected. We've also made sure customers are familiar with using their local Post Office, too.

We're also working with our business customers to make sure they have alternative arrangements in place, including the use of Barclays Collect service to pick up cash, where appropriate.

For anyone who's able to travel, the nearest branches are in North Farnborough and Camberley. However, we understand it's not always convenient to travel, so we've been offering support from our Digital Eagles in our branch, to help customers adapt to new ways of banking – so they don't have to come into a branch as often.

There are cash machines nearby at Waitrose and One Stop – all are free of charge.

### What alternative ways to bank do you believe would help people adapt to the change?

#### You said to us:

The closure means customers will need help getting used to new banking methods, particularly those who are concerned about banking online.

#### We'd like to say:

We understand these concerns and we're offering support through this transition. We're encouraging customers to do their everyday banking in other ways, including through Mobile and Online Banking – and Telephone Banking for those who prefer to speak to someone.

We've run 'Tea and Teach' events at the branch to show customers other ways to bank, including how they can set up regular payments, and how to use Pingit or Barclays Mobile Banking on their mobile phones. We've also shown customers how to order cards and PINs. We're also helping everyone remain vigilant against fraud. Support is also available through our telephone and online services.

## Other things to help with the change...

Banking at the Post Office is available to both personal and business customers – where they can withdraw and pay in cash, and check their balances using a debit card and PIN. Customers can also pay in cash using a pre-printed paying-in slip.

Cheques can be deposited at the Post Office – customers will need a pre-printed paying-in slip, along with a cheque deposit envelope.

- Cheque deposit envelopes – we have supplies of envelopes in the Frimley branch, so please visit us before it closes to pick some up. Otherwise, call us on 0800 169 3091\* and we'll pop some in the post
- Pre-printed paying-in slips – are at the back of a Barclays cheque book. They can also be ordered at any branch or by calling 0800 169 3091\*

Please allow an extra 2 days for cheques or cash deposited using a pre-printed paying-in slip to reach your Barclays accounts.

\*Lines are open 24 hours a day, 7 days a week

## Ways to bank

We want to make staying in control of your everyday banking as easy and convenient as possible. Over the years, we've introduced many ways you can bank without having to come into a branch.

### Barclays Mobile Banking

Transfer money between accounts and keep a check on your balances. If you need to, you can call us directly from the app too. The Barclays Mobile Banking app is free to download from your app store.

### Online Banking

Do all your everyday banking tasks from your home computer. We use the most advanced security systems to keep your details safe and our Online and Mobile Banking Guarantee protects you from fraud. To register, just call 0345 734 5345\*.

### Telephone Banking

Available 24 hours a day, seven days a week. You can hear your balance, check transactions, pay bills and transfer money. You can speak to an adviser about your banking needs too. To register, just call 0345 734 5345\*.

### Barclays Pingit

Sending money is secure and instant with no need to share bank account details. You're automatically protected in the event of fraud as long as you've used the services correctly. The Barclays Pingit app is free to download from your app store.

### The Post Office

All customers can pay cash in, withdraw cash and check balances using their Barclays debit card and PIN at thousands of Post Office branches across the country.

All customers can also pay cash and cheques into a Barclays account using a personalised paying-in slip. For cheques, you'll also need a cheque deposit envelope. You will need to allow two extra working days for cheques to reach your Barclays accounts.

Transaction charges for Business transactions will apply.

### Link cash machines

Withdraw cash free of charge, check your balance and request a receipt at any cash machine displaying the Link sign. You can also print off a mini statement at Barclays cash machines.



If you would like more information or help with any of the different ways you can bank with us, please speak to someone in branch or visit [barclays.co.uk/ways-to-bank](https://www.barclays.co.uk/ways-to-bank)  
If you're a business customer then visit [barclays.co.uk/business-banking/ways-to-bank](https://www.barclays.co.uk/business-banking/ways-to-bank)





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