



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

Our Okehampton branch is closing  
on Friday 11 May 2018

Branch closure feedback and alternative ways to bank



## Sharing branch closure feedback

We're now nearing the closure of the Okehampton 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**

Mel Stride

#### **Local council**

Okehampton Town Council and the Mayor of Okehampton

#### **Community Groups**

Okehampton Chamber of Commerce

#### **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 about the impact of the closure on the town, and in particular on local trade and businesses in the community.

##### **We'd like to say**

Although some concerns have been raised about the closure, we'd like to reassure the community that, before making our decision to close, we looked very carefully at how the branch is used. Many customers already use nearby branches and Online or Telephone Banking and we've seen a general fall in customers coming to the branch.

To retain a community focus and ensure trade remains in the local area, everyday banking can be done at the Post Office in Okehampton – it's open Monday to Saturday between 8.30am and 5.30pm. We're also helping our customers to understand the transactions they can do there.

There are nearby free to use cash machines at the Co-op, Waitrose and Martin McColls, all within 100 metres of the branch.

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

#### You said to us:

There are concerns about customers who may depend particularly on the branch – for example, elderly customers and people who may find it hard to travel further. Our business customers may find it more difficult to carry out their everyday banking transactions.

#### We'd like to say

We're speaking with those customers most likely to be affected by the closure and we're helping them with alternative ways to do their banking. This includes Telephone Banking to speak to someone in person. For many customers, particularly those who prefer to bank face to face, the Post Office is there for them.

We have also spoken to business customers who regularly use the branch and let them know about other ways to draw and pay in cash, including Barclays Collect, our cash collection service. We've also made sure they're familiar with the services available at the Post Office.

For those customers who are able to travel, the nearest branches are in Tavistock and Launceston. However, we understand it's not always convenient to travel, so we've been offering support from our Digital Eagles to help them adapt to new ways of banking that mean they don't have to come into the branch so often.

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

#### You said to us:

Customers will need help if they are to adopt new banking methods.

#### We'd like to say

We've encouraged customers to use other ways to do their everyday banking, including Mobile and Online Banking – and Telephone Banking if they would prefer to speak to someone. We have run 'Tea and Teach' events at the branch to show customers other ways to bank, as well as how to set up regular payments, use Pingit or Barclays Mobile Banking on their mobile phones, and order cards and PINs. Support is also available through our telephony and website services. We have supported our business customers by explaining how they can accept alternative payment methods such as by contactless debit card.

There are a number of free cash machines in the community and the local Post Office is available for everyday banking transactions.

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

At the Post Office customers can withdraw cash, pay in cash and check balances using a debit card and pin. Customers can also pay in cash using a pre-printed paying in slip.

Both business and personal customers can pay in cheques. You'll need:

1. a pre-printed paying-in slip. You'll find these in your cheque book, or you can order them at any branch
2. a paying-in envelope. We have extra stock in the Okehampton branch, so please call in before the closure to pick some up. Otherwise, just call **0800 169 3091** for these, and we'll pop some in the post.

You will need to allow an extra two days for cheques to reach your Barclays accounts.

## 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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Item ref: 9914906\_UK