



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

Our Hemel Hempstead Industrial Estate branch is closing  
on Friday 4 May 2018

Branch closure feedback and alternative ways to bank



## Sharing branch closure feedback

We're now nearing the closure of the Hemel Hempstead Industrial Estate 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

Mike Penning

#### Local council

Councillor Andrew Williams  
Councillor Collete Wyatt-Rowe  
Councillor Fiona Guest  
Councillor William Wyatt-Rowe  
Councillor Tina Howard  
Councillor Ron Tindall.

#### Community groups

Hemel Ambassadors, Decorum Council

#### Customers

Customers who regularly use this 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 branch closure could have an impact on the local community.

##### We'd like to say

We understand these concerns and we would like to reassure people that we have looked carefully at how this branch is used. Many customers already also use nearby branches and we've seen an increase in customers using other ways to do their banking such as online or telephone banking.

To keep a community focus and to ensure trade stays in the local area, everyday banking can be done at the Post Office in Adeyfield, which is open Monday to Saturday from 9am to 5.30pm. We're also helping our customers to understand the transactions they can do there and how they can do their banking from home.

There are also free to use cash machines nearby, at One Stop, BP and McColls.

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

#### You said to us:

Our customers are concerned they'll lose the personal touch they receive from our staff when visiting the branch. They were also concerned about what would happen with the branch staff.

#### We'd like to say

We would like to reassure the community that all the staff are being relocated to nearby branches, which means that our customers will still receive the personal service they're used to at our Bank Court branch in Hemel Hempstead and Abbots Langley branch, as the staff are being relocated there.

However, we understand it's not always convenient to travel, so we've been offering face to face support to help customers adapt to new ways of banking that mean they don't have to come into a branch so often, and for many customers, particularly those who prefer to bank face to face, the Post Office is there for them.

### 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 and may need face-to-face interaction.

#### 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 are helping customers who bank at the branch with alternative ways of banking that they're comfortable with.

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

There are a number of free to use 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 Hemel Hempstead Industrial Estate 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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or visit [barclays.co.uk/accessible-services](https://barclays.co.uk/accessible-services)

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