



## This branch is closing – but we're still here to help

Our Shepherds Bush Green branch is closing  
on Friday 12 February 2021.

Branch closure feedback, and alternative ways to bank



## Sharing branch closure feedback

We're now nearing the closure of the Shepherds Bush Green 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.

There are still many ways to do your banking, including in person at another nearby branch, at your local Post Office or over the phone on **0345 7 345 345**<sup>2</sup>. You can also go online to [barclays.co.uk/waystobank](https://www.barclays.co.uk/waystobank) to learn about your other options. Read more about this on page 6.

If you still have any questions or concerns about these changes, now or in the future, then please feel free to get in touch with us by:

Speaking to us in any of our nearby branches, or over the phone on **0345 7 345 345**<sup>2</sup>.

Contacting Graham Pannett, your Market Director for West London.

Email: [graham.pannett@barclays.com](mailto:graham.pannett@barclays.com)

### We contacted the following groups:

#### MP:

Andy Slaughter

#### Local council:

Hammersmith and Fulham Council –  
councillors Andrew Jones, Natalia Perez and  
Mercy Umeh

#### Community groups:

Shepherds Bush Library, Age UK, Shepherds  
Bush Market businesses

#### Customers:

A number of customers who regularly use the  
branch

### We asked each of the groups 3 questions – here's what they said:

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

##### You said to us:

There were some concerns that the branch  
closure may have an impact on the way both  
businesses and personal customers can bank.  
There were also concerns about the potential  
impact of having a prominent building vacant  
on Shepherds Bush Green.

##### 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.

To keep a community focus and to ensure  
trade stays in the local area, everyday banking  
can be done at the Post Office in Shepherds  
Bush – it's open Monday to Friday between  
10am and 7pm, on Saturday between 10am  
and 6pm, and on Sunday between 12pm and  
4pm. We're helping our customers understand  
which transactions they can do there, how to  
bank from home or their business premises  
and offering them support through this  
transition.

There are cash machines nearby at Sainsbury's,  
Nationwide and Tesco – all are free to use.

We understand the concern from the  
community regarding the premises and, as  
soon as we've vacated them, we'll hand them  
over to our property agents - we're hopeful  
that a new tenant can soon be found for them.

### 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 difficult to travel. The alternative branches are further away, and some customers may have to rely on public transport to travel there.

There were also some concerns about the impact of the closure on businesses, particularly those at Shepherds Bush Market, who are heavy users of cash.

Finally, some customers were concerned about what will happen to the staff.

#### We'd like to say:

We're speaking individually to those customers most likely to be affected by the closure, including those with limited mobility, and we're helping them feel confident with alternative ways to bank. This includes speaking to someone in person through Telephone Banking. We're making sure customers are familiar with using their local Post Office, too, so they do not need to travel outside the community to undertake their everyday banking.

We're 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 Hammersmith and Notting Hill Gate. We understand it's not always convenient to travel, so we've been offering support from our branch's Digital Eagles, to help customers adapt to new ways of banking – so they don't need to use a branch as often.

We'd like to reassure people that all our staff have been relocated and will be working at nearby branches.

### 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 prefer dealing with someone face to face.

#### We'd like to say:

We're encouraging customers to do their everyday banking in other ways, including Mobile and Online Banking – there's the Post Office and Telephone Banking for those who prefer to speak to someone.

We've been working with Age UK to support our older customers with alternative banking options.

We've run virtual and socially distanced 'Tea and Teach' sessions and digital demos to show customers other ways to bank, including how they can set up regular payments, and how to use the Barclays app on their mobile phones. We've also shown customers how to order cards and PINs and we're helping everyone remain vigilant against fraud. Support is also available through our telephone and online services.

We are also planning to visit the community after the branch closes, to offer further support to our customers and to continue working closely with Shepherds Bush library. Once we've confirmed the arrangements we'll share the details locally.

## Other things that could help

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.

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 Shepherds Bush Green 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 deposited using a pre-printed paying-in slip to reach your Barclays accounts.

Customers can withdraw cash at any cash machine displaying the LINK sign<sup>3</sup>

\*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.

## The Barclays app

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 app is free to download from your app store<sup>1</sup>.

## 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<sup>2</sup>.

## 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<sup>2</sup>.

## The Post Office

All customers can withdraw or pay in 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 cheques into a Barclays account using a personalised paying-in slip and 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, check your balance and request a receipt at any cash machine displaying the LINK sign<sup>3</sup>. 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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To get this in Braille, large print or audio, call **0800 400 100** (via Text Relay)  
or visit [barclays.co.uk/accessibleservices](https://barclays.co.uk/accessibleservices)

Calls may be recorded for quality and training purposes.

<sup>1</sup> You need to be 16 or over to use the app. T&Cs apply.

<sup>2</sup> Calls to 03 numbers are charged at the same rate as calls to 01 & 02 landlines, and will count towards any inclusive minutes you may have covering calls to landline numbers. Call charges may differ, please check with your local provider.

<sup>3</sup> Cash withdrawal fees may apply to some cash machines in the LINK network.

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