



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

Our Surbiton branch is closing
on Friday 1 July 2022.

[Branch closure feedback, and alternative ways to bank](#)

Sharing branch closure feedback

We're now nearing the closure of the Surbiton 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**². 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**².

Contacting Paul Turpin, your Customer Care Director for West London.

Email: paul.turpin@barclays.com

We contacted the following groups:

MP:

Ed Davey

Local council:

Kingston London Borough Council – councillors
Diane White, Yogan Yoganathan and Liz Green

Community groups:

Surbiton Business Club
Kingston Chamber of Commerce – Chief
Executive Forbes Low

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.
Residents are also disappointed to lose Barclays
from their high street.

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, and found
that many customers already use nearby
branches and Online or Telephone Banking.

To keep a community focus and support the
local area, everyday banking can be done at
the Post Office in Surbiton – it's open Monday
to Friday from 8:30am to 6pm, and Saturday
from 9am to 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 Halifax,
NatWest and HSBC – all are free to use.

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, vulnerable customers, and those who find it difficult to travel or prefer banking face to face.

There were also concerns that closing the branch will affect local businesses who rely on the branch for cash transactions, and that the Post Office may find it difficult to cope with the extra demand.

We'd like to say:

We're speaking individually to those customers most likely to be affected by the closure, and we're helping them feel confident with alternative ways to bank. This includes speaking to someone in person through Telephone Banking, as well as making sure customers are familiar with the services available at their local Post Office and accompanying them there if they're happy for us to do so.

For anyone who's able to travel, the nearest branch is Kingston upon Thames. We understand it's not always convenient to travel, so we've been offering support from our branch's Digital Eagles. They're helping customers adapt to new ways of banking so they don't need to use a branch as often.

We're speaking to our business customers about other ways to withdraw and pay in cash, including Barclays Collect, our cash collection service, and how they can bank at the Post Office. We're working with the Post Office staff to make sure they're ready for the extra demand when our branch closes.

We've also reached out to our customers who may require extra help to make sure they're comfortable with their new banking arrangements.

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've run virtual 'Tea and Teach' sessions 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.

We'll also be available in the community after the branch closes, to offer further support to our customers. We are in discussion with a suitable location to be based from for at least 12 months after the branch closes. As soon as 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 Surbiton 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.

*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 store¹.

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 5345².

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 5345².

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 sign³. 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. If you're a business customer then visit barclays.co.uk/business-banking/ways-to-bank

Broadband - to check the availability and speeds in your area please visit checker.ofcom.org.uk/broadband-coverage. If you need any support, please speak to someone in branch.

Discover more at
barclays.co.uk/ways-to-bank

If you're a business customer visit
barclays.co.uk/business-banking/ways-to-bank

To get this in Braille, large print or audio, call **0800 400 100** (via Text Relay)
or visit barclays.co.uk/accessibleservices

Calls may be recorded for quality and training purposes.

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

² 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.

³ Cash withdrawal fees may apply to some cash machines in the LINK network.

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