



## This branch is not re-opening – but we're still here to help

Our University of Bath branch has been closed since March 2020.

Branch closure feedback, and alternative ways to bank



## Sharing branch closure feedback

Our University of Bath branch has been closed since March 2020. Our first booklet explained why the branch is not re-opening, 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 by the branch closure, 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 Aaron Pratten, your Branch Manager for University of Bath branch.

Email: [aaron.pratten@barclays.com](mailto:aaron.pratten@barclays.com)

### We contacted the following groups:

**MP:**

Wera Hobhouse

**Local council:**

Bath and North East Somerset Council –  
councillors Dr Kumar and Manda Rigby

**Community groups:**

Bath University Student Services

**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:**

Few concerns were raised about the branch being currently closed and the decision made not to re-open, or any potential impact on the university students, especially as the campus is looking to become cashless in the future.

**We'd like to say:**

Whilst the impact of the closure is likely to be small, we'd like to reassure everyone that, before deciding to permanently 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.

We're speaking directly with customers to make sure they have good alternative ways to do their banking. We're helping them understand how they can continue to do their banking without having to come into a branch as often and offering them support through this transition, including explaining how their everyday banking can be undertaken at the Post Office on the university campus.

There are cash machines nearby on the university campus, Santander and Co-op, Widcombe Hill, which are all 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 convenience of a branch on campus – for example, the university itself who on occasion supports students who may need emergency access to cash, and those who find it difficult to travel.

#### 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 undertake their banking. This includes speaking to someone in person through Telephone Banking. We're making sure customers are familiar with using their local Post Office on the campus, too.

We're speaking to our business customers including the university about other ways to withdraw and pay in cash, including Barclays Collect, our cash collection service, and the university have now put in place a digital option to make payments for students in urgent need of help.

For anyone who's able to travel, the nearest branches are in the City of Bath and Trowbridge. 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.

### 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 run individual and small group '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. Support is also available through our telephone and online services.

We are also planning to offer further support to the university during the Student Money Be Well week in March.

### 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 City of Bath branch, so please visit us 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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