



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

Our West Ealing branch is closing
on Friday 30 October 2020.

Branch closure feedback, and alternative ways to bank

Sharing branch closure feedback

We're now nearing the closure of the West Ealing 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

Contacting Steve Day, your Market Director for North West London.

Email: steve.day2@barclays.com

We contacted the following groups:

MP:

Dr Rupa Huq and London Assembly member,
Dr Onkar Sahota

Local council:

Councillors Gareth Shaw, Binda Rai and Paul
Conlan, Ealing Council

Community groups:

Alice Attic (Princess Alice Hospice)
British Heart Foundation

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.
The closure of the branch means that there will
only be one traditional bank left in the town,
which lessens the convenience for residents.

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 Leeland Road
– it's open Monday to Friday between 9am and
3pm, and on Saturdays between 9am and 1pm.
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 the Post
Office, Nationwide and Sainsburys – 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 a few concerns raised about the possible impact of the closure on the community. Some customers will miss coming in to see familiar members of staff. There are also concerns that the Post Office may find it difficult to cope with the extra demand.

We'd like to say:

We'd like to reassure people that our staff have been relocated and will be working at nearby branches. Some of the West Ealing staff have already been working at the Ealing Broadway branch to support during the coronavirus situation.

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. We're making sure customers are familiar with using their local Post Office – and we're working with the local Post Office staff to ensure they're ready for the extra demand when our branch closes.

For anyone who's able to travel, the nearest branches are in Ealing Broadway and Brentford. However, 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. For those who prefer a face-to-face service, we're working closely with the nearby Leeland Road Post Office to look after those customers who've previously relied on the branch.

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 Pingit or 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.

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 West Ealing Broadway 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.

Pingit

Sending money in an 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 Pingit app is free to download from your app store³.

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 sign⁴. You can also print off a mini statement at Barclays cash machines.



If you'd like more information or want to learn more about different ways to bank, talk to us today. 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)

Discover more at
barclays.co.uk/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

Calls may be recorded for quality and training purposes.

¹You must be aged 11-15 years and have a Barclayplus account or be aged 16 or over and have an eligible Barclays product or account. Terms and conditions apply.

²Calls 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.

³Terms and conditions apply. You must be aged 16 years or above and have a current account in the UK and be resident in the UK, Isle of Man, Jersey or Guernsey (which can receive payments through the Faster Payments network).

⁴Cash withdrawal fees may apply to some cash machines in the LINK network.

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