

This branch is closing but your bank is always open

Our Batley branch is closing
on Friday 23 June 2017

Find out how this may affect you.

This branch is closing, but your bank is always open

Now more than ever, the way people choose to bank is changing as the digital revolution continues. As a business, we need to adapt our services to keep up with the changing needs of our customers. In this booklet we've set out why we've made the decision to close this branch and how and where you can find the banking services and expertise you need. We'll go into this in more detail later on, but here are the main reasons why this branch is closing:

- The number of customers using the counter has gone down and is low in comparison to similar branches
- 76% of our branch customers also use other ways to do their banking, such as online and by telephone
- In the past 12 months, 56% of this branch's customers have been using neighbouring branches
- Only 155 customers regularly used this branch without interacting with us in any other way.

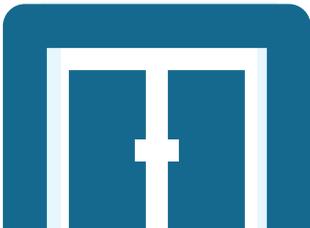
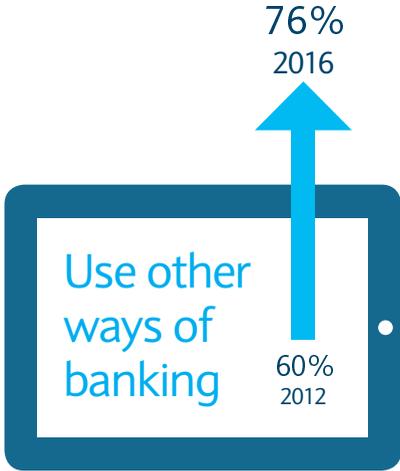
I realise that you may have questions and concerns about these changes, so please feel free to get in touch using the details below.

Yours,

Jessica Roberts
Lincolnshire and Yorkshire Branch Manager
jessica.roberts1@barclays.com

What's changed in your branch?

Many customers are choosing to bank differently



In all, only 155 regular customers used this branch without interacting with us in any other way

How this branch is used

Before we make the difficult decision to close any branch, we think carefully about how it has been used so far. We consider how many customers have been visiting, what kind of transactions they've been making, and all the other ways they've been choosing to bank with us.

Customers

Usage in last year	Regular (3+ times)	Heavy (12+ times)	% heavy users who also use neighbouring branches
Personal	4,046	1,012	61%
Business & Corporate	677	303	62%

Weekly transactions

Personal				
	Counter transactions	Cash withdrawals	Cash deposits	Cheque deposits
Apr 2014-Mar 2015	837	255	450	132
Apr 2015-Mar 2016	798	237	448	113
Change 2014-15 v 2015-16	-5%	-7%	0%	-14%

Business & Corporate

	Counter transactions	Cash withdrawals	Cash deposits	Cheque deposits
Oct 2014-Sep 2015	332	36	155	141
Oct 2015-Sep 2016	307	27	146	134
Change 2014-15 v 2015-16	-8%	-25%	-6%	-5%

Opening hours of Batley

Monday	09:30-15:30
Tuesday	09:30-15:30
Wednesday	09:30-15:30
Thursday	09:30-15:30
Friday	09:30-15:30
Saturday	Closed
Sunday	Closed

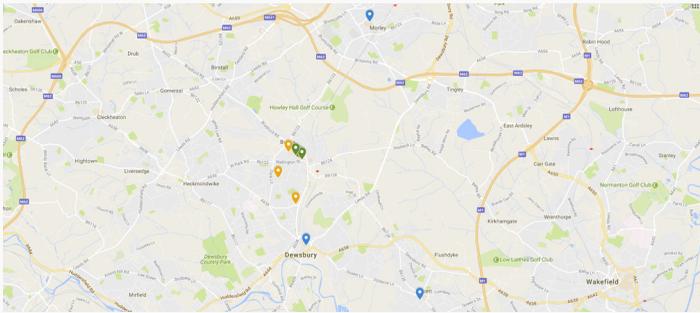
Facilities available

Counter services	Yes
Cash machines	Yes
Self service machines	Yes

Other places you can bank locally

There are many other ways you can still bank in your local community, including nearby Barclays branches, cash machines and Post Offices, which offer a number of banking services.

Where to find nearest three Barclays branches, nearest three Post Offices, and nearest three free cash machines



- 📍 Closing branch
- 📍 Nearest three Barclays branches
- 📍 Nearest three Post Offices
- 📍 Nearest three free cash machines

Local Barclays branches

Name	Dewsbury		Morley		Ossett	
Post Code	WF13 1PT		LS27 8DX		WF5 8NN	
Distance (miles)	2.1		3.2		3.8	
Opening hours	Monday	09:30-1 6:30	Monday	09:30-1 6:30	Monday	09:30-1 5:30
	Tuesday	09:30-1 6:30	Tuesday	09:30-1 6:30	Tuesday	09:30-1 5:30
	Wednesday	09:30-1 6:30	Wednesday	09:30-1 6:30	Wednesday	09:30-1 5:30
	Thursday	09:30-1 6:30	Thursday	Closed	Thursday	09:30-1 5:30
	Friday	09:30-1 6:30	Friday	09:30-1 6:30	Friday	09:30-1 5:30
	Saturday	09:30-1 4:00	Saturday	Closed	Saturday	Closed
	Sunday	Closed	Sunday	Closed	Sunday	Closed
Any recent or upcoming changes to branch trading hours?	None		None		None	
Branch Facilities – Counters	Yes		Yes		Yes	
Branch Facilities – Self service	Yes		Yes		Yes	

Nearest free cash machines to this branch

Location	Address	Distance (miles)	Charge amount
Santander	51 Commercial Street, Batley WF1 7 5EP	0.0	FREE
Tesco	Bradford Road, Batley WF1 7 5JU	0.1	FREE
Lloyds	75 Commercial Street, Batley WF1 7 5EQ	0.1	FREE

Nearest cash machines to this branch that charge a fee

Location	Address	Distance (miles)	Charge amount
Healey Express	65 Healey Lane, Batley WF1 7 7SU	0.6	£1.50
Callaghan News	59 - 61 Cross Bank Road, Batley WF1 7 8PN	0.7	£1.75
Carlinghow Store	89 Carlinghow Lane, Batley WF1 7 8DX	1.2	£1.75

Nearest Post Offices to this branch

Post Office Name	Distance (Miles)	Address	Opening hours	Banking facilities
Batley	0.2	1 07 - 1 09 Upper Commercial Street, Batley WF1 7 5DQ	08:30 - 17:30 Mon, Thu 09:00 - 17:30 Tue-Wed, Fri 09:00 - 14:00 Sat Closed Sun	Yes
Mount Pleasant	0.6	1 6 Oxford Street, Mount Pleasant, Batley WF1 7 7PZ	07:00 - 20:00 Mon-Sun	Yes
Batley Carr	1.0	Town Street, Batley Carr, Batley WF1 7 6BX	09:00 - 17:30 Mon-Fri 09:00 - 12:30 Sat Closed Sun	Yes

Community feedback

We understand that the decision to close a branch affects different communities in different ways, so we spoke to people in your community to hear their opinion. We wanted to find out how your community, and particular groups within it, would be affected if this branch were to close, and what we could do to help people through the transition.

We contacted the following groups:

MP:

Tracey Brabin (Batley)
Paula Sheriff (Dewsbury)

Local Councillor

Chief Executive Pam Smith
Local newspaper Batley News

Customers

A number of customers who regularly use the 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 were no specific concerns raised about the closure or any potential impact on the local community.

We'd like to say:

To explain why the branch is closing, we have looked carefully at how this branch is used. Many customers already use nearby branches and online or telephone banking and we've seen a general fall in the numbers of customers coming to the branch.

So that they can avoid a journey, we are encouraging people to do their everyday banking at the Post Office on Upper Commercial Street less than a quarter of a mile away, which is open Monday and Thursday 08:30 - 17:30 Tuesday, Wednesday, and Friday 09:00 - 17:30, Saturday 09:00 - 14:00. We're also talking to customers about how they can do their banking from home too.

The area is still well-served with cash machines. There are free to use ATMs nearby at Santander, Yorkshire Bank and Lloyds.

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

You said to us:

There were some concerns about elderly and vulnerable customers who may depend particularly on the branch.

We'd like to say:

We are speaking directly with customers to make sure they are aware of alternative ways to do their banking. This includes telephone banking to speak to someone in person. We have made sure they're familiar with the Post Office arrangement too.

Many customers already use our nearby branches at Dewsbury, Morley and Ossett. However, we understand it's not always convenient to travel, so we've been offering support to help customers adapt to new ways of banking that mean they don't have to come into the branch so often.

What alternative ways to bank do you believe would help people adapt to the change?

You said to us:

Customers will need help if they are to adapt to alternative banking methods.

We'd like to say:

During the closure notification period our team are endeavouring to speak to every customer using the branch about other ways to do their everyday banking, including Mobile and Online Banking – and Telephone Banking if they would prefer to speak to someone. Support is also available through our telephony and website services.

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, although it could take an extra two days to reach Barclays accounts using a 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 Batley 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.

There are more ways to bank locally

We want to be there for you wherever and whenever you need us so we offer many other ways for you to do your banking.

If you usually:

Visit an in-branch counter to deposit your cheques

If you usually:

Make a trip to a branch to check your balance, pay bills, transfer money and order chequebooks

If you usually:

Make a trip to a branch to withdraw cash at the counter



Why not try:

Using the Post Office – you can pay in cash and cheques whilst you post your parcels or buy your stamps

Why not try:

Using Telephone Banking – you can do your everyday banking without leaving the house.

To register, simply call **0345 734 5345***

Why not try:

Withdrawing cash at a Link cash machine or ask for cashback at the supermarket

Your bank is always open

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.

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**.

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**.

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.

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

Personal customers can withdraw money using a debit card and all customers can pay in cash or cheques at thousands of Post Office branches across the country.

To pay in cash and cheques you need a pre-printed paying in slip, like those in your cheque book – for cheques you will also need a cheque deposit envelope.

Barclays at Asda

Our branches at some Asda stores allow you to visit a branch late at night or at the weekend. To find locations of our branches at Asda, go to barclays.co.uk/waystobank

Did you know you can also get cash back at any local supermarket? Just ask at the check-out.

Link cash machines

Withdraw cash free of charge at any cash machine displaying the Link sign. You can check your balance, top-up your mobile phone, print off a mini statement and request a receipt too.



If you would like more information or help with any of the different ways you can bank with us, please speak to someone in the branch or visit barclays.co.uk/waystobank

Find out more today

barclays.co.uk/waystobank

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.

* 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.

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