



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

Our Crawley branch is closing on Friday 12 August,  
and our new branch will open on Monday 28 November.

Branch change feedback, and alternative ways to bank



## Sharing branch relocating feedback

We're now nearing the relocation of the Crawley branch of Barclays, which will include a period of time where no branch will be available within the town. Our first booklet explained why the branch is relocating, and gave information on other banking services that we hope will be convenient for you.

We do understand that the decision to move 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 during the period of no branch being available, and what we could do to help people during this time with alternative ways to carry out their banking requirements.

There are still many ways to do your banking, including in person at another 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 Kirsty Baker, your Customer Care Director for Sussex & Surrey.

Email: [Kirsty.Baker@barclays.com](mailto:Kirsty.Baker@barclays.com)

**We contacted the following groups:**

**MP:**

Henry Smith

**Local council:**

Crawley Town Council - councillor Gurinder S Jhans  
West Sussex County Council - councillor Natalie Pudaloff

**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 being closed for a period of time will have on your local community?**

**You said to us:**

There were some concerns that during the period before the opening of our our new branch there maybe an impact on the way both businesses and personal customers can bank. Local community groups that deposit funds through the branch may also be impacted by this.

**We'd like to say:**

We understand the concerns about the timeline between the existing branch closing and the new branch opening, and we're exploring bringing the Barclays Van to the community during this period to give further support. As soon as we've confirmed the arrangements we'll share the details locally. We'll display posters and update our branch finder with details of the Van location and dates during the three months of closure.

During the closure period, everyday banking can be done at the Post Office in Crawley – it's open Monday to Saturday from 9am to 6pm, and on Sunday from 11am to 3pm. 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.

We're working with a number of local community groups to make sure they have convenient alternative ways to bank until the new branch opens.

There are cash machines nearby at NatWest, Lloyds and TSB – all are free to use.

### What's the biggest effect that this branch being closed for a period of time 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 or prefer banking face to face.

#### We'd like to say:

We're speaking individually to those customers most likely to be affected by the closure period before the new branch opens, and we're helping them feel confident with alternative ways to bank during this time. This includes speaking to someone in person through Telephone Banking, and making sure customers are familiar with the services available at their local Post Office.

For anyone who's able to travel, the nearest branches are in Horsham and East Grinstead. 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.

Our new branch will open on 28 November 2022 at 10-12 The Martletts, Crawley RH10 1ES and will provide our latest banking technology to make everyday banking quicker and easier.

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

#### You said to us:

The closure period 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 '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.

### 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 Crawley 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 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)

**Broadband** - to check the availability and speeds in your area please visit [checker.ofcom.org.uk/broadband-coverage](https://www.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](https://barclays.co.uk/ways-to-bank)

If you're a business customer visit  
[barclays.co.uk/business-banking/ways-to-bank](https://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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