



 **BARCLAYS**

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.

Reasons for change, and alternative ways to bank.

This branch is moving to a new location

This first booklet will help you understand why we've made the decision to re-locate this branch. It also sets out the alternative banking services and support that will be available to you during these changes.

In a second booklet, which will be available from the existing branch prior to the move, or online at home.barclays/ukbranchclosures, we'll share concerns and feedback from the local community as a result of the timeline between the existing branch closing and the new branch opening.

We will be closing on **Friday 12 August at 12pm** and will re-open at our new home on **Monday 28 November**, at 10-12 The Martletts, Crawley RH10 1ES.

The main reason we are re-locating our branch in Crawley is because an opportunity has arisen to move to a new site.

The new branch will provide:

- Our latest banking technology to make your everyday banking quicker and easier
- A fresh, modern feel with better disability access and improved meeting rooms
- At least one cash machine available 24 hours a day



Proposals to re-locate any branch are made by the Barclays local leadership teams and verified at a national level ahead of any closure announcement. If you have any questions and concerns about these changes then please feel free to get in touch over the phone on **0345 7 345 345**², or with Kirsty Baker, your Customer Care Director for the Sussex and Surrey Area.

Email: kirsty.baker@barclays.com

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 using the Post Office.

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](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. If you need any support, please speak to someone in branch.

Glossary

Glossary of terms

Feedback from local community

May include local MPs, Councillors, Consumer Groups identified with a particular interest in the closure, or received directly from personal or business customers

Nearby free cash machines

Cash machines identified nearby that are free to use, additional free to use cash machines may also be nearby, as well as cash machines that charge a usage fee

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 11 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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