



**This Barclays Local
is closing on Thursday
26 June, but...**

**We're still here
for you – just in a
different way**

 **BARCLAYS**

Why our Thornaby Pavilion Leisure Centre Barclays Local is closing

When we opened this Barclays Local, we wanted to be nearby so people could speak to us in person.

We did this even when more and more people were using our app or online resources instead.

As time has passed, even more customers are banking digitally and meeting us virtually.

When deciding whether to close, we looked carefully at how people in the community are using it and whether they're banking in other ways.



75% of people who use this Barclays Local also bank with us by app,¹ online and by phone



Less than 10 people use this Barclays Local regularly as the only way to speak to us



61% of customers using this Barclays Local also visit our branches.²

We'll be working with the local community to understand the impact of closing this Barclays Local. Once we've gathered feedback, we'll publish the results in a booklet called 'Barclays Local closure feedback', which you can get online at home.barclays/ukbranchclosures

We're still here for you – just in a different way

We have a YouTube channel run by our Digital Eagles with videos explaining how to bank with us securely from the comfort of your home. Search '**Barclays Tea and Teach**'

Our Digital Eagles also offer plenty of other free resources and tutorials online. Search '**Barclays Digital Eagles**'

And, if you're looking for impartial guidance on anything from better budgeting to buying a home, Barclays Money Mentors have videos, tools and more. Search '**Barclays Money Mentors**'

If you'd like to talk to us about this

Our Stockton-on-Tees leadership team has carefully considered how people are banking in your area before making decisions that might impact your access to our services. If you have any concerns or would like to talk to us about this closure, please call us³ on **03457 345345** or email Matt Matthews, your Customer Care Director for Thornaby Pavilion Leisure Centre at matt.matthews@barclays.com

Here are some of the many ways you can still do your banking with us. You can also check out [barclays.co.uk/ways-to-bank](https://www.barclays.co.uk/ways-to-bank) or, if you have a business account, it's [barclays.co.uk/business-banking/ways-to-bank](https://www.barclays.co.uk/business-banking/ways-to-bank)

Online Banking and the Barclays app

You can do most of your everyday banking safely and securely wherever you are, in our app or online, at a time that suits you. You can even pay in cheques with the app, without having to visit a branch.

We recognise that everyone has different levels of comfort using apps and computers, so if you'd like help, we'll be happy to show you all the useful things you can do with them. Come and chat to us in your nearest Barclays location, or visit our website, where you'll find lots of helpful information and a demo of how our app works – search 'Barclays app' online.

Telephone Banking

Use Telephone Banking to check your balance and transactions, pay bills and transfer money using your membership number and passcode – it's secure and confidential.

Call **0345 734 5345** for an automated 24/7 service or speak to an adviser. Calls are charged at the local rate and may be monitored or recorded for quality.

To register, call Telephone Banking and we'll send you a membership number and passcode within five working days.

Cash machines

Withdraw cash, check your balance and get a receipt at most cash machines. You can also print off a mini statement at our own cash machines. All our cash machines are free to use. Some others charge a fee, which they state upfront before you use them.

The Post Office

If you have a personal or business account with us, you can use your local Post Office to do your banking.

- Use your debit card and PIN to withdraw and pay in cash, and check your balance
- If you don't have a debit card and PIN, we can arrange for a cash withdrawal limit of £100 a day
- Pay cheques in – you'll need a pre-printed paying-in slip and a cheque deposit envelope, which you'll need to get from us. Ask in a branch or call us on **0800 169 3091** – please allow an extra two working days for cheques paid in at the Post Office to reach your account
- For business transactions, your normal charges will apply.



Here's a quick look at where you can do the things you might normally do at a branch.

	Barclays app	Online Banking	Post Office
Withdraw cash			✓
Pay in cash			✓
Check balance	✓	✓	✓
View or print statements	✓	✓	
Pay in cheques	✓		✓
Pay bills	✓	✓	
Manage Direct Debits and set up and manage standing orders	✓	✓	
Transfer money to another account	✓	✓	
Make a payment	✓	✓	
Make an international payment	✓	✓	
Book an appointment	✓		
Report a card lost or stolen	✓	✓	
Temporarily freeze your card	✓		

You'll need an internet connection to use our online services. To check the availability and speeds in your area, visit checker.ofcom.org.uk/broadband-coverage. If you need any support, please speak to someone in one of our branches.

Find us, or find a cash machine

Use our location finder to see where you can speak to us in person or use the Link Cash Locator to find cash machines nearby.

Barclays branch and location finder	Link Cash Locator
 <p>Scan the QR code or search 'find Barclays'</p>	 <p>Scan the QR code or visit link.co.uk/cash-locator</p>

If you need extra support

We have a range of services to make sure banking is easy to access for everyone, including:

- Talking cash machines
- Audio-accessible PINsentry devices
- High-visibility debit cards
- Credit and debit card templates to make signing easier
- Statements in Braille or large print
- British Sign Language (BSL) interpretation, so you can contact us from home, in a branch, online or in the app.

Our colleagues in branch can help, or there's more information online at barclays.co.uk/accessibility

Footnotes:

1. You need to be 11 or over to use the app. Terms and conditions apply.
2. Based on customers who visited from January to December 2024, where 'regular usage' refers to three or more visits during that time.
3. To maintain a quality service, we may monitor and record phone calls. Calls to 03 numbers use free minutes, if available, otherwise call charges may apply – please check with your local provider. Calls to 0800 numbers are free if made from a UK landline or personal mobile.

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