

This branch is closing but your bank is always open

Our Addlestone branch is closing
on 2 October 2015

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 has gone down using the counter has remained relatively low in comparison to similar branches
- 74% of our branch customers also use other ways to do their banking, such as online and by telephone
- In the past 12 months, 44% of this branch's customers have been using neighbouring branches
- Only 242 customers regularly used this branch in the past 12 months, without interacting with us in any other way.

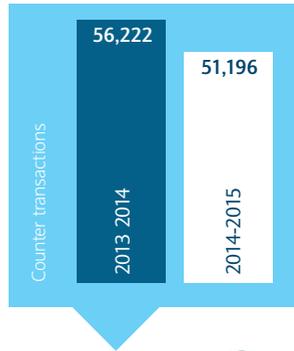
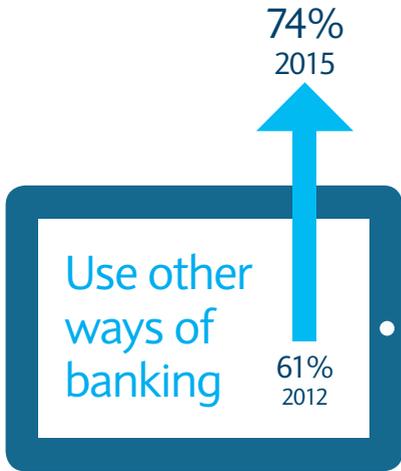
I realise that you may have questions and concerns about these changes, so please feel free to get in touch using the details below.

Yours,

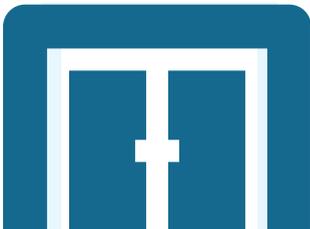
Peter O'Shea,
Heathrow & Kingston Community Leader
peter.oshea@barclays.com

What's changed in your branch?

Many customers are choosing to bank differently



44%
of customers of this branch who have used neighbouring branches in the last 12 months



In all, only 242 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	3,964	1,047	44%
Business & Corporate	619	203	69%

Weekly transactions

Personal				
	Counter transactions	Cash withdrawals	Cash deposits	Cheque deposits
May 2013-Apr 2014	847	340	270	237
May 2014-Apr 2015	774	299	263	211
Change 2013 v 2014	-9%	-14%	-2%	-12%

Business & Corporate

	Counter transactions	Cash withdrawals	Cash deposits	Cheque deposits
May 2013-Apr 2014	235	25	83	127
May 2014-Apr 2015	211	19	75	116
Change 2013 v 2014	-11%	-29%	-10%	-9%

Opening hours of Addlestone

Monday	09:30 – 16:30
Tuesday	09:30 – 16:30
Wednesday	09:30 – 16:30
Thursday	09:30 – 16:30
Friday	09:30 – 16:30
Saturday	Closed
Sunday	Closed

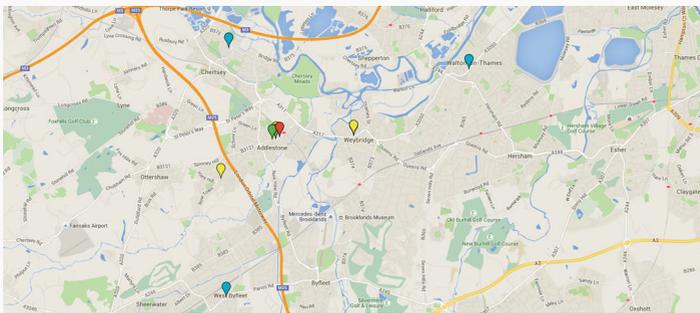
Facilities available

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	Weybridge Church Street		Chertsey		West Byfleet	
Post Code	KT13 8DD		KT16 9AN		KT14 6LL	
Distance (miles)	1.3		2.1		3.1	
Opening hours	Monday	09:00 – 17:00	Monday	09:30 – 16:30	Monday	09:30 – 16:30
	Tuesday	09:00 – 17:00	Tuesday	09:30 – 16:30	Tuesday	09:30 – 16:30
	Wednesday	09:00 – 17:00	Wednesday	09:30 – 16:30	Wednesday	Closed
	Thursday	09:00 – 17:00	Thursday	09:30 – 16:30	Thursday	09:30 – 16:30
	Friday	09:00 – 17:00	Friday	09:30 – 16:30	Friday	09:30 – 16:30
	Saturday	Closed	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
Tesco	99-121 Station Road, Addlestone KT15 2AS	0.1	FREE
Lloyds	84 Station Road, Weybridge KT15 2AE	0.2	FREE
Addlestone	97 Station Road, Addlestone KT15 2BN	0.2	FREE

Nearest cash machines to this branch that charge a fee

Location	Address	Distance (miles)	Charge amount
Top Golf Addlestone	Moated Farm Drive, Addlestone KT15 2DW	1.2	£1.75
The Local Greater London	77 Spinney Hill, Addlestone KT15 1AY	1.3	£1.85
Martins	3 Ongar Parade, Addlestone KT15 1JH	1.4	£1.40

Nearest Post Offices to this branch

Post Office Name	Distance (Miles)	Address	Opening hours	Banking facilities
Addlestone	0.1	117 Station Road, Addlestone KT15 2AS	09:00 – 17:30 Mon to Fri 09:00 – 12:30 Sat Closed Sun	Yes
Weybridge	1.3	24 – 26 Church Street, Weybridge KT13 8DX	09:00 – 17:30 Mon to Fri 09:00 – 14:00 Sat Closed Sun	Yes
Ongar Parade	1.3	3 Ongar Parade, Addlestone KT15 1JH	09:00 – 17:30 Mon to Sat 07:00 – 22:00 Sunday	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:

Community groups:

Eileen Tozer Centre
Age UK
Riverside Housing
Mead Court Sheltered Housing

Customers:

A number of customers who regularly use the branch

We asked all of the groups to answer three questions. You'll find a summary of the responses we received below.

In your opinion, what's the biggest effect that this branch closing will have on your local community?

You said to us:

The closure would mean residents, particularly elderly people, might find it inconvenient to go further afield for their banking.

We'd like to say:

We know it's not always convenient to travel to a branch that's further away, however, we are encouraging customers to do their everyday banking at the Post Office, which reduces the need to travel. We've also been educating customers about other ways to bank, including online and telephone banking.

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

You said to us:

There were particular concerns about how the closure would affect older people, who may not be as confident with other ways of banking.

We'd like to say:

We've spoken directly to our customers that are likely to be most affected to help them with other ways to do their banking. We have made sure they're familiar with facilities at the local Post Office for everyday transactions such as paying in cheques. We're also offering free 'Tea and Teach' sessions in our branch and other local branches will carry these on after the closure. Support is always available through our telephony and website services.

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

You said to us

Some may need help in using other ways to bank.

We'd like to say:

We've encouraged customers to use other ways to do their everyday banking, including Mobile and Online Banking – and Telephone Banking if they would prefer to speak to someone. We have made sure they're familiar with the Post Office arrangement and have been working with the local Post Office to help them support our customers through the change.

Other things to help with the change...

We've run 'Tea and Teach' sessions and fraud awareness workshops in the local day centre and residential housing trust, and a representative from the Post Office attended a recent event in the branch.

At the Post Office, 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 a branch
2. a paying-in envelope. We have extra stock in the Addlestone 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.

Personal customers can pay in cash using just a pre-printed paying-in slip, and withdraw cash using a debit card and PIN. If you're a business customer, please check with the Post Office whether you can deposit and withdraw cash.

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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