

This branch is closing but your bank is always open

Our Hassocks 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 using the counter has gone down and is 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, 48% of this branch's customers have been using neighbouring branches
- Only 122 customers regularly used this branch in the past 12 months, without interacting with us in any other way.

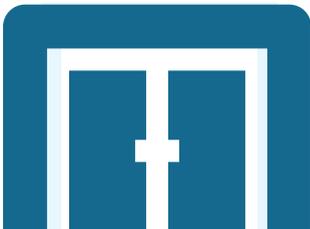
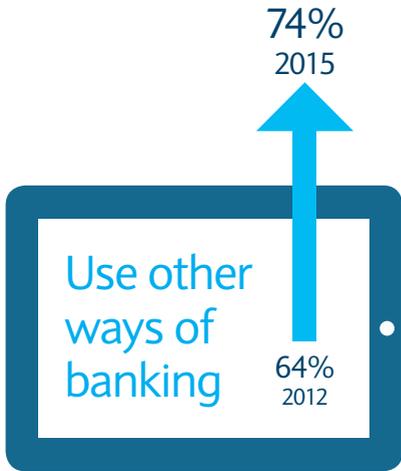
I realise that you may have questions and concerns about these changes, so please feel free to get in touch using the details below.

Yours,

Will Dixon,
Sussex Community Leader
will.dixon@barclays.com

What's changed in your branch?

Many customers are choosing to bank differently



In all, only 122 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	1,978	510	49%
Business & Corporate	443	156	69%

Weekly transactions

Personal

	Counter transactions	Cash withdrawals	Cash deposits	Cheque deposits
Aug 2013-Jul 2014	464	166	113	186
Aug 2014-Jul 2015	447	154	121	172
Change 2013 v 2014	-4%	-8%	7%	-8%

Business & Corporate

	Counter transactions	Cash withdrawals	Cash deposits	Cheque deposits
Aug 2013-Jul 2014	133	9	52	72
Aug 2014-Jul 2015	139	9	60	70
Change 2013 v 2014	4%	-5%	14%	-3%

Opening hours of Hassocks

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

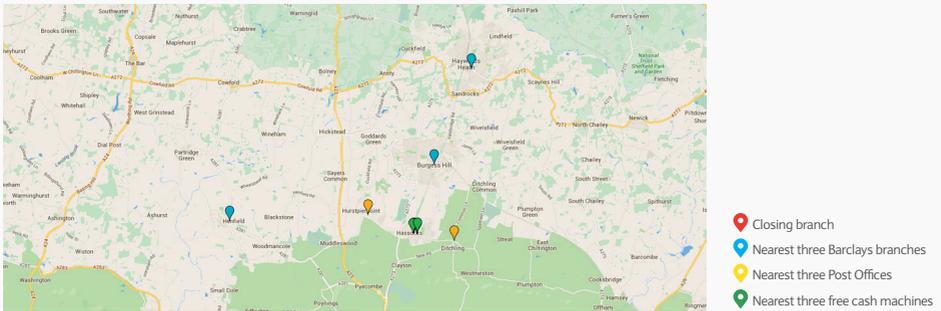
Facilities available

Counter services	Yes
Cash machines	Yes
Self service machines	No

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



Local Barclays branches

Name	Burgess Hill		Haywards Heath South Road		University of Sussex	
Post Code	RH15 9BD		RH16 4LQ		BN1 9RN	
Distance (miles)	2.7		6.3		7.1	
Opening hours	Monday	09:30 – 16:30	Monday	09:00 – 17:00	Monday	10:00 – 14:00
	Tuesday	09:30 – 16:30	Tuesday	09:00 – 17:00	Tuesday	10:00 – 14:00
	Wednesday	09:30 – 16:30	Wednesday	09:00 – 17:00	Wednesday	10:00 – 14:00
	Thursday	09:30 – 16:30	Thursday	09:00 – 17:00	Thursday	10:00 – 14:00
	Friday	09:30 – 16:30	Friday	09:00 – 17:00	Friday	10:00 – 14:00
	Saturday	Closed	Saturday	09:00 – 16:00	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		No	

Nearest free cash machines to this branch

Location	Address	Distance (miles)	Charge amount
Martins	44 Keymer Road , Hassocks, BN6 8AB	0.1	FREE
Lloyds	20 Keymer Road, Hassocks, BN6 8AW	0.1	FREE
Hassocks	31 Keymer Road, Hassocks, BN6 8AH	0.1	FREE

Nearest cash machines to this branch that charge a fee

Location	Address	Distance (miles)	Charge amount
Hassocks Service Station	London Road, Hassocks, BN6 9NZ	0.7	£1.85
Acorn	William Way, Burgess Hill, RH15 9AC	3.1	£1.75
Olympos Burgess Hill	Triangle Way, Burgess Hill RH15 8WA	4.1	£1.50

Nearest Post Offices to this branch

Post Office Name	Distance (Miles)	Address	Opening hours	Banking facilities
Hassocks	0.1	44 Keymer Road, Hassocks, BN6 8AR	06:00 – 21:00 Mon to Sat 07:00 – 21:00 Sun	Yes
Ditchling	1.3	Barbers Bank, 1 Lewes Road, Hassocks, BN6 8TT	09:00 – 13:00 Mon 09:00 – 17:30 Tues to Fri 09:00 – 12:30 Sat Closed Sun	Yes
Hurstpierpoint	1.6	80 High Street, Hurstpierpoint, Hassocks, BN6 9PX	09:00 – 17:30 Mon to Sat 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:

Nick Herbert MP

Local Parish Council

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:

While people in the community are interested in what will happen to the building when Barclays leave, there are few concerns on behalf of the community. There could be an increase in custom at the Post Office which could affect queuing times, however the nearest Barclays is about three miles away so most customers will travel.

We'd like to say:

We've had conversations with the manager of the Post Office who understands that more Barclays customers will use their services after the branch closes. The Post Office is also open early morning to late evening, seven days a week, giving customers more options about when they do their banking. There are also a number of cash machines on the high street that are convenient for customers.

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

You said to us:

Some customers have expressed concern about losing the branch and having to drive to the nearest one, as they have found using Hassocks convenient.

We'd like to say:

The nearest branch, Burgess Hill, is just over three miles away. We know it's not always convenient to travel to a branch that's further away, so we've been offering support from our Digital Eagles to help customers adapt to new ways of banking that mean they don't have to come into branch so often.

We've spoken directly with customers most likely to be affected by the closure to help them with alternative ways to do their banking. We have made sure they're familiar with the services that the Post Office can offer too.

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

You said to us

We need to make sure that customers have suitable alternatives that they'll find easy to adapt to.

We'd like to say:

Many customers already use the Burgess Hill branch, other cash machines nearby, and the Post Office. We've also held 'Tea and Teach' sessions to help people find out about other ways to bank, including online and telephone banking, as well as how to set up a regular payment and order cards and PINs. Support will always be available through our website and telephony services.

Other things to help with the change...

We are making sure we fully support customers with mobility issues or disabilities that may mean they can't come into branch for their banking. We've made arrangements for home visits where appropriate and have made them aware of our range of accessible services which we hope will help.

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 Hassocks 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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Item ref: 9914071-Hassocks. Information correct as at September 2015