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

Our Birchwood Essentials branch is closing on Friday 12 February 2021
Reasons for closure, and alternative ways to bank.
This branch is closing – but your bank is always open

This first booklet will help you understand why we’ve made the decision to close this branch. It also sets out the banking services and support that will be available to you after this branch has closed.

In a second booklet, which will be available from the branch prior to it closing or online at home.barclays/ukbranchclosures, we’ll share concerns and feedback from the local community. We’ll also detail how we are helping people transition from using the branch with alternative ways to carry out their banking requirements.

Here are the main reasons why the Birchwood Essentials is closing:

• 89% of our branch customers also use other ways to do their banking such as online and by telephone
• Customers using other ways to do their banking has increased by 10% since 2015
• In the past 12 months, 42% of this branch's customers have been using nearby branches
• We’ve identified that only 81 customers use this branch exclusively for their banking

Proposals to close 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 with Adrian Davies, your Market Director for Local West.

Email: Adrian.Davies@barclayscorp.com
How banking is changing

Many people are choosing to bank differently, and these changes inform our decisions.

89% 2020

Use other ways of banking

79% 2015

42%
of customers of this branch have used nearby branches in the last 12 months

We’ve identified that only 81 regular customers use this branch exclusively for their banking.

Counter transactions

Apr 17 to Mar 18
65,849

Apr 19 to Mar 20
56,492

Apr 2015
56,478

Apr 2018
65,849

Apr 2020
65,849

Apr 2017
56,251

Apr 2018
56,478

Apr 2019
65,849
How this branch is used

Before we make the 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. We also take into consideration the availability of other branches in the wider community.

<table>
<thead>
<tr>
<th>Usage in last year</th>
<th>Regular (3+ times)</th>
<th>Heavy (12+ times)</th>
<th>% heavy users who also use nearby branches</th>
</tr>
</thead>
<tbody>
<tr>
<td>Personal</td>
<td>3,613</td>
<td>1,048</td>
<td>52%</td>
</tr>
<tr>
<td>Business &amp; Corporate</td>
<td>249</td>
<td>96</td>
<td>56%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Weekly transactions</th>
</tr>
</thead>
<tbody>
<tr>
<td>Assisted Service Counters</td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td>Apr 17 to Mar 18</td>
</tr>
<tr>
<td>Apr 19 to Mar 20</td>
</tr>
<tr>
<td>Apr17-Mar18 vs Apr19-Mar20</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Opening hours of Birchwood Essentials</th>
</tr>
</thead>
<tbody>
<tr>
<td>Monday</td>
</tr>
<tr>
<td>Tuesday</td>
</tr>
<tr>
<td>Wednesday</td>
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<tr>
<td>Thursday</td>
</tr>
<tr>
<td>Friday</td>
</tr>
<tr>
<td>Saturday</td>
</tr>
<tr>
<td>Sunday</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Facilities available</th>
</tr>
</thead>
<tbody>
<tr>
<td>Counter services</td>
</tr>
<tr>
<td>Cash machines</td>
</tr>
<tr>
<td>Self service machines</td>
</tr>
</tbody>
</table>
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.

Nearby Barclays branches

<table>
<thead>
<tr>
<th>Name</th>
<th>Warrington</th>
<th>Cadishead</th>
</tr>
</thead>
<tbody>
<tr>
<td>Address</td>
<td>23-25 Golden Square Warrington WA1 1TW</td>
<td>124 Liverpool Road, Cadishead M44 5AN</td>
</tr>
<tr>
<td>Distance (miles)</td>
<td>4.5</td>
<td>7.4</td>
</tr>
<tr>
<td>Branch Facilities – Counters</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>Branch Facilities – Self service</td>
<td>Yes</td>
<td>Yes</td>
</tr>
</tbody>
</table>

Opening hours for these and all our branches can be found at barclays.co.uk/branchfinder

Nearby free cash machines

<table>
<thead>
<tr>
<th>Location</th>
<th>Address</th>
<th>Distance (miles)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Asda</td>
<td>Dewhurst Road, Birchwood WA3 7PG</td>
<td>0.1</td>
</tr>
<tr>
<td>Oakwood Gate Service Station</td>
<td>Oakwood Gate, Birchwood WA3 6RW</td>
<td>0.3</td>
</tr>
</tbody>
</table>

To find the location of any LINK cash machine, go to link.co.uk

Nearby Post Offices

<table>
<thead>
<tr>
<th>Post Office Name</th>
<th>Address</th>
<th>Distance (Miles)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Birchwood</td>
<td>3 Dewhurst Road, Birchwood WA3 7PG</td>
<td>0.1</td>
</tr>
<tr>
<td>Oakwood</td>
<td>7-11 Admirals Road, Birchwood WA3 6QG</td>
<td>1.0</td>
</tr>
</tbody>
</table>

To find the location and opening hours of any Post Office, go to postoffice.co.uk/branch-finder

All data contained within this booklet was sourced in June 2020, and published in November 2020.
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.

Pingit
Sending money in an 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 Pingit app is free to download from your app store¹.

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 sign¹. 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
If you’re a business customer then visit barclays.co.uk/business-banking/ways-to-bank
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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 branches

These are the branches listed on page 5

Exclusively for their banking

Only use the counter in branch (12 or more times in the last 6 months) and did not use online, telephone, mobile banking or any of the nearby branches

Use other ways of banking

Use online, telephone or mobile banking in addition to the branch

Counter Transactions

Cheque deposits, cash withdrawals and deposits

Usage – Regular

Used an inside ATM or the Counter – 3 or more times in the last 12 months.

Usage – Heavy

Used an inside ATM or the Counter – 12 or more times in the last 12 months.

Branch Facilities – Counters

Has a manned traditional style counter

Branch Facilities – Self Service

May have one or more of the following: External / internal cash machine, online banking point, quick pay point / service point or Assisted Service Counter

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 must be aged 11-15 years and have a Barclayplus account or be aged 16 or over and have an eligible Barclays product or account. Terms and conditions 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 Terms and conditions apply. You must be aged 16 years or above and have a current account in the UK, and be resident in the UK, Isle of Man, Jersey or Guernsey (which can receive payments through the Faster Payments network).

4 Cash withdrawal fees may apply to some cash machines in the LINK network.

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Item ref: 9917459_UK 06/20