



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

Our Teddington branch is closing  
on Friday 6 November 2020.

Branch closure feedback, and alternative ways to bank



## Sharing branch closure feedback

We're now nearing the closure of the Teddington branch of Barclays. Our first booklet explained why the branch is closing, and gave information on other banking services that we hope will be convenient for you.

We do understand that the decision to close a branch affects different communities in different ways, so we've spoken to people in your community to listen to their concerns. We wanted to find out how your community, and particular groups within it, could be affected when the branch closes, and what we could do to help people through the transition from using the branch with alternative ways to carry out their banking requirements.

There are still many ways to do your banking, including in person at another nearby branch, at your local Post Office or over the phone on **0345 7 345 345**<sup>2</sup>. You can also go online to [barclays.co.uk/waystobank](https://www.barclays.co.uk/waystobank) to learn about your other options. Read more about this on page 6.

If you still have any questions or concerns about these changes, now or in the future, then please feel free to get in touch with us by:

Speaking to us in any of our nearby branches

Contacting Rebecca Hollands, your Market Director for South West London.

Email: [rebecca.hollands@barclays.com](mailto:rebecca.hollands@barclays.com)

We contacted the following groups:

**MP:**

Munira Wilson

**Local council:**

Richmond upon Thames Borough Council -  
Councillors Liz Jaeger, Martin Ellengorn and  
Richard Baker

**Community groups:**

Coombe Girls, Tiffin, Tolworth Girls and  
Hollyfield schools

**Customers:**

A number of customers who regularly use the  
branch

We asked each of the groups 3 questions –  
here's what they said:

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

**You said to us:**

There were some concerns that the branch  
closure may have an impact on the way both  
businesses and personal customers can bank,  
as well as how the local schools will continue  
to access the LifeSkills programme. There were  
also concerns about the potential impact of  
having empty premises in the town.

**We'd like to say:**

We understand the concerns about the  
closure – and we'd like to reassure everyone  
that, before deciding to close, we looked very  
carefully at how the branch is used. We've  
seen a general fall in customers coming to  
this branch, and many customers already use  
nearby branches and Online or Telephone  
Banking.

To keep a community focus and to ensure  
trade stays in the local area, everyday banking  
can be done at the Post Office in Teddington –  
it's open Monday to Friday, between 9am and  
5.30pm, and on Saturday between 9am and  
3pm. We're helping our customers understand  
which transactions they can do there, how to  
bank from home or their business premises  
and offering them support through this  
transition.

There are cash machines nearby at Tesco,  
Halifax and Budgens – all are free to use.

We'll continue to host LifeSkills sessions  
within the community, so we can help young  
people develop key skills, prepare for work and  
manage their finances.

We understand the concern from the  
community regarding the premises and, as  
soon as we've vacated them, we'll hand them  
over to our property agents - we hope they can  
find a new use for them soon.

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

#### You said to us:

There were concerns about customers who depend on the branch – for example, those who find it difficult to travel. The closure of the branch means that there will be reduced access to banking in the town, particularly as other nearby branches have also announced they're closing. There are also concerns that the Post Office may find it difficult to cope with the extra demand.

#### We'd like to say:

We're speaking individually to those customers most likely to be affected by the closure, and we're helping them feel confident with alternative ways to bank. This includes speaking to someone in person through Telephone Banking. We're making sure customers are familiar with using their local Post Office, too, and we're working with the Post Office to make sure they're prepared for more customers from Barclays.

For anyone who's able to travel, the nearest branches are in Twickenham and Kingston-upon-Thames. We understand it's not always convenient to travel, so we've been offering support from our branch's Digital Eagles, to help customers adapt to new ways of banking – so they don't need to use a branch as often.

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

#### You said to us:

The closure means customers will need help getting used to new banking methods, and they'll need alternative ways to withdraw cash.

#### We'd like to say:

We're encouraging customers to do their everyday banking in other ways, including Mobile and Online Banking – there's the Post Office and Telephone Banking for those who prefer to speak to someone.

We're making sure that customers are familiar with the services available at the Post Office, including being able to withdraw and deposit cash.

We're also speaking to our business customers about other ways to withdraw and pay in cash, including Barclays Collect, our cash collection service, as well as the services available to them at the Post Office.

We've run individual and small group 'Tea and Teach' sessions to show customers other ways to bank, including how they can set up regular payments, and how to use Pingit or the Barclays app on their mobile phones. We've also shown customers how to order cards and PINs and we're helping everyone remain vigilant against fraud. Support is also available through our telephone and online services.

### Other things that could help

Banking at the Post Office is available to both personal and business customers – where they can withdraw and pay in cash, and check their balances using a debit card and PIN.

Cheques can be deposited at the Post Office – customers will need a pre-printed paying-in slip, along with a cheque deposit envelope.

- Cheque deposit envelopes – we have supplies of envelopes in the Teddington branch, so please visit us before it closes to pick some up. Otherwise, call us on 0800 169 3091\* and we'll pop some in the post
- Pre-printed paying-in slips – are at the back of a Barclays cheque book. They can also be ordered at any branch or by calling 0800 169 3091\*

Please allow an extra 2 days for cheques deposited using a pre-printed paying-in slip to reach your Barclays accounts.

\*Lines are open 24 hours a day, 7 days a week

# 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 store<sup>1</sup>.

## 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<sup>2</sup>.

## 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<sup>2</sup>.

## 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 store<sup>3</sup>.

## 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.

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 sign<sup>4</sup>. You can also print off a mini statement at Barclays cash machines.



If you'd like more information or want to learn more about different ways to bank, talk to us today. 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)



Discover more at  
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To get this in Braille, large print or audio, call **0800 400 100** (via Text Relay)  
or visit [barclays.co.uk/accessibleservices](https://barclays.co.uk/accessibleservices)

Calls may be recorded for quality and training purposes.

<sup>1</sup>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.

<sup>2</sup>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.

<sup>3</sup>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).

<sup>4</sup>Cash withdrawal fees may apply to some cash machines in the LINK network.

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Item ref: 9914906\_UK\_09/19