

This branch is closing but your bank is always open

Our Bristol Queen Square branch is closing
on Thursday 12 May 2016

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 up, however 84% of our branch customers also use other ways to do their banking such as online and by telephone
- In the past 12 months, 66% of this branch's customers have been using neighbouring branches
- Only 20 customers regularly used this branch in the past 12 months, without interacting with us in any other way.

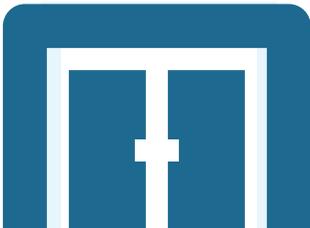
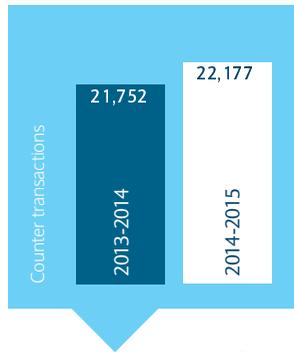
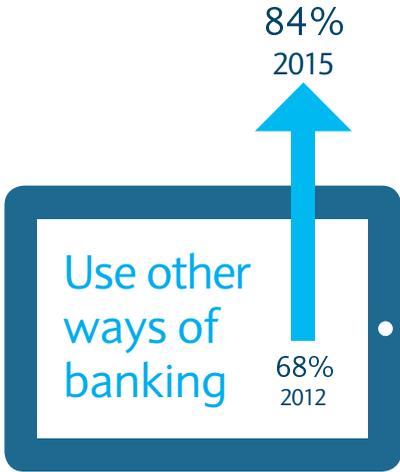
I realise that you may have questions and concerns about these changes, so please feel free to get in touch using the details below.

Yours,

Mark Hatcliffe
Bristol Somerset & Wiltshire Community Banking Director
mark.hatcliffe@barclays.com

What's changed in your branch?

Many customers are choosing to bank differently



In all, only 20 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	2,216	369	74%
Business & Corporate	610	248	77%

Weekly transactions

Personal

	Counter transactions	Cash withdrawals	Cash deposits	Cheque deposits
August 2013-July 2014	195	78	49	68
August 2014-July 2015	197	82	51	64
Change 2013 v 2014	1%	5%	4%	-6%

Business & Corporate

	Counter transactions	Cash withdrawals	Cash deposits	Cheque deposits
August 2013-July 2014	224	17	60	147
August 2014-July 2015	230	14	74	142
Change 2013 v 2014	3%	-18%	23%	-3%

Opening hours of Bristol Queen Square

Monday	10:00-15:30
Tuesday	10:00-15:30
Wednesday	10:00-15:30
Thursday	10:00-15:30
Friday	10:00-15:30
Saturday	Closed
Sunday	Closed

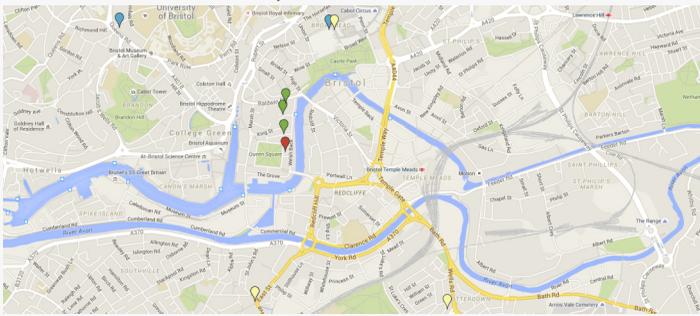
Facilities available

Counter services	Yes
Cash machines	No
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	Bedminster		Bristol Broadmead		Bristol Clifton Queens Rd	
Post Code	BS3 4HE		BS1 3EA		BS8 1RB	
Distance (miles)	0.8		0.8		1.1	
Opening hours	Monday	09:30-1 6:30	Monday	09:00-1 7:00	Monday	09:30-1 6:30
	Tuesday	09:30-1 6:30	Tuesday	09:30-1 7:00	Tuesday	09:30-1 6:30
	Wednesday	09:30-1 6:30	Wednesday	09:30-1 7:00	Wednesday	09:30-1 6:30
	Thursday	09:30-1 6:30	Thursday	09:30-1 7:00	Thursday	09:30-1 6:30
	Friday	09:30-1 6:30	Friday	09:00-1 7:00	Friday	09:30-1 6:30
	Saturday	09:30-1 4:00	Saturday	10:00-1 6:00	Saturday	10:00-1 4:00
	Sunday	Closed	Sunday	Closed	Sunday	Closed
Any recent or upcoming changes to branch trading hours?	None		Prior to 6th July 2015 branch opened at 09:00 on a Tuesday, Wednesday & Thursday, and closed at 19:00 on a Thursday		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	Queen Charlotte Street, Bristol BS1 4HQ	0.1	FREE
BT Phone Box, Bristol Crowe Lane	Junction of Crowe Lane and Queen Charlotte Street, Bristol BS1 1BA	0.2	FREE
Best One Express	48-52 Baldwin Street, Bristol BS1 1QB	0.2	FREE

Nearest cash machines to this branch that charge a fee

Location	Address	Distance (miles)	Charge amount
Thekla	The Grove, Bristol BS1 4RB	0.3	£1.99
Puerto Tapas Lounge Ltd	57 Prince Street, Bristol BS1 4QH	0.3	£1.99
Genting Casino	1-2 Portwall Lane, Bristol BS1 6NB	0.3	£1.95

Nearest Post Offices to this branch

Post Office Name	Distance (Miles)	Address	Opening hours	Banking facilities
Bedminster Parade	0.7	Imperial Arcade, East Street, Bedminster, Bristol BS3 4HH	08:00 - 17:30 Mon-Fri 08:00 - 16:00 Sat Closed Sun	Yes
The Galleries	0.8	Castle Gallery, Broadmead, Bristol BS1 3XX	09:00 - 17:30 Mon-Sat Closed Sun	Yes
Totterdown	1.1	33 Oxford Street, Totterdown, Bristol BS3 4RL	09:00 - 17:30 Mon-Fri 09:00 - 13:00 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

Thangam Debbonaire

Local Council

Councillor Dr Mark Wright

Councillor Alex Woodman

Local groups

Age UK

Customers

A number of customers who regularly use the branch

We asked all of the groups to answer three questions. You'll find their responses below.

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

You said to us:

There were no concerns raised with us about the closure.

We'd like to say:

We've looked carefully at this branch prior to closure, and an increasing number of our customers are using alternative ways to bank and other branches. There is no ATM at the branch, and several other ATMs including one at Tesco are very close by. There is another Barclays branch a short distance away.

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

You said to us:

Some local businesses have been using the branch for cash and cheques. However, there were no serious concerns raised to us as there are other branches very near by.

We'd like to say:

We've spoken directly to customers coming into the branch, including our business and corporate customers and anyone who we know is likely to be particularly dependent on the branch. We're helping them with alternative ways to do their banking. This includes Telephone Banking to speak to someone in person. We have made sure they're familiar with the Post Office arrangement too, although our own alternative branch is nearer.

Businesses have been offered alternative means to pay in cash and cheques, as well as using the branch in Broadmead which is nearby. There are also other cash points in the near vicinity.

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

You said to us:

Customers will need help if they are to adopt new banking methods.

We'd like to say:

We've encouraged and supported 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 run 'Tea and Teach' events at the branch to show customers other ways to bank, as well as how to set up a regular payment and order cards and PINs. We'll continue these every Monday between 10:00 and 12:30 in the branch until the closure. We've have given Age UK information about these services. Support is also always available through our telephony and website services.

Other things to help with the change...

At the Post Office Personal customers can withdraw cash using a debit card and pin. Business and Personal customers can pay in cash using a pre-printed paying in slip, where this service is available.*

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 Bristol Queen Square 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.

*This service is not available at Post Office Locals.

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/accessible-services

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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