

This branch is closing but your bank is always open

Our Hucclecote branch is closing
on Friday 23 June 2017

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
- 78% of our branch customers also use other ways to do their banking, such as online and by telephone
- In the past 12 months, 58% of this branch's customers have been using neighbouring branches
- Only 139 customers regularly used this branch without interacting with us in any other way.

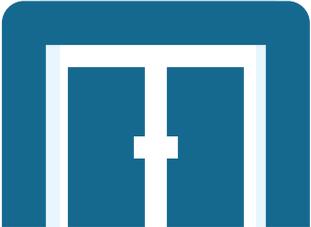
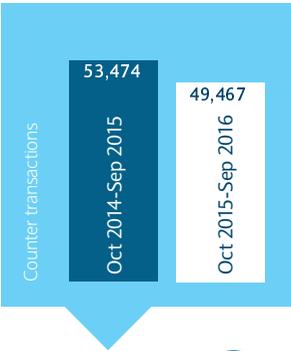
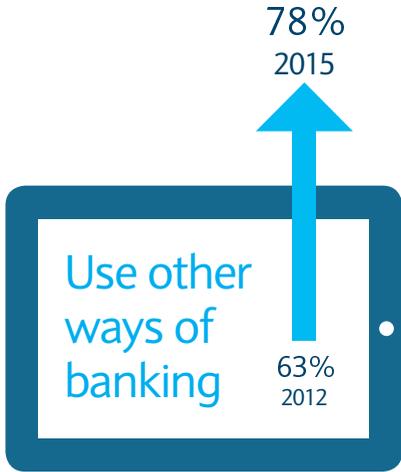
I realise that you may have questions and concerns about these changes, so please feel free to get in touch using the details below.

Yours,

Adrian Davies
Gloucester Worcester & the Valleys Community Banking Director
Adrian.Davies@barclayscorp.com

What's changed in your branch?

Many customers are choosing to bank differently



In all, only 139 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	3,346	742	55%
Business & Corporate	619	277	65%

Weekly transactions

Personal				
	Counter transactions	Cash withdrawals	Cash deposits	Cheque deposits
Oct 2014-Sep 2015	769	253	268	248
Oct 2015-Sep 2016	704	218	265	221
Change 2014-15 v 2015-16	-8%	-14%	-1%	-11%

Business & Corporate				
	Counter transactions	Cash withdrawals	Cash deposits	Cheque deposits
Oct 2014-Sep 2015	260	21	98	141
Oct 2015-Sep 2016	248	16	101	131
Change 2014-15 v 2015-16	-5%	-24%	3%	-7%

Opening hours of Hucclecote

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

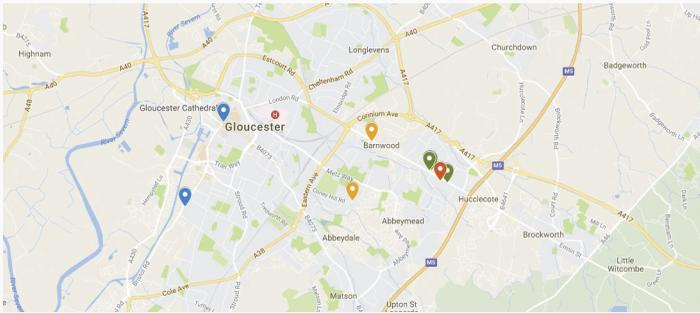
Facilities available

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



- 📍 Closing branch
- 📍 Nearest three Barclays branches
- 📍 Nearest three Post Offices
- 📍 Nearest three free cash machines

Local Barclays branches

Name	Gloucester Southgate Street	Bristol Road - Gloucester	Manor Park
Post Code	GL1 2DH	GL1 5TG	GL51 9TS
Distance (miles)	4.0	4.0	6.4
Opening hours	Monday 09:00-1 7:00 Tuesday 09:30-1 7:00 Wednesday 09:30-1 7:00 Thursday 09:30-1 7:00 Friday 09:00-1 7:00 Saturday 09:00-1 6:00 Sunday Closed	Monday 09:30-1 6:30 Tuesday 09:30-1 6:30 Wednesday 10:30-1 6:30 Thursday 09:30-1 6:30 Friday 09:30-1 6:30 Saturday Closed Sunday Closed	Monday 09:30-1 6:30 Tuesday 09:30-1 6:30 Wednesday 09:30-1 6:30 Thursday 09:30-1 6:30 Friday 09:30-1 6:30 Saturday Closed Sunday Closed
Any recent or upcoming changes to branch trading hours?	Prior to 13 March 2017 this branch was open Monday - Friday 09:00 - 17:00, Saturday 09:00 - 16:00	Prior to 13 March 2017 this branch was open Monday - Friday 09:30 - 16:30	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
Shell	Hucclecote Road, Gloucester GL3 3RX	0.1	FREE
Co-op	4 Hillview Parade, Hucclecote GL3 3LD	0.2	FREE
Martin McColls	1 Silverdale Parade, Hucclecote GL3 3LA	0.2	FREE

Nearest cash machines to this branch that charge a fee

Location	Address	Distance (miles)	Charge amount
The Royal Oak	Hucclecote Road, Gloucester GL3 3TW	0.1	£1.00
Whittle Inn	Gloucester Business Park, Gloucester GL3 4FE	1.0	£1.75
Tenpin Gloucester	Centre Severn, Gloucester GL4 3HR	1.3	£1.85

Nearest Post Offices to this branch

Post Office Name	Distance (Miles)	Address	Opening hours	Banking facilities
Hucclecote	0.2	1 - 3 - 4 Silverdale Parade, Hillview Road, Hucclecote GL3 3LA	06:30 - 19:00 Mon-Sat 07:30 - 13:00 Sun	Yes
Barnwood	1.0	Wotton Hall Social Club, 138 Barnwood Road, Barnwood, Gloucester GL4 3JS	09:00 - 17:30 Mon-Fri 09:00 - 16:30 Sat 09:00 - 12:00 Sun	Yes
Coney Hill	1.6	T and A Superstore, 3 Coney Hill Parade, Gloucester GL4 4QE	08:00 - 19:30 Mon-Sat 08:00 - 15:00 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

Richard Graham

Parish Council

Sarah Moore, Parish Clerk

Customers

A number of customers who regularly use the branch, and those who have phoned and written in

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 are concerns about the potential impact of the closure on the town, and surprise that the branch is closing as the town is growing.

We'd like to say:

We understand the concern from the community, but we have looked carefully at how this branch is used and we've seen a general fall in customers coming to the branch. Many customers already also use nearby branches and online or telephone banking.

To retain the community focus, we are explaining to customers how to do their everyday banking at the nearby Post Office, which is open between 06:30 and 17:00 six days a week, and from 07:30 to 13:00 on Sundays. We're helping customers understand the transactions they can do there. We're talking to customers about how they can do their banking from home too.

There are many cash machines within the town centre, with free to use ATMs at Shell, the Co-Op and Martin McColl's, all within 300 metres of the branch.

There are a number of ways for both existing and new residents to the area to be able to continue to undertake their everyday banking.

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

You said to us:

There are concerns about customers who may depend particularly on the branch – for example, elderly customers and people who do not have or do not use the internet, and local businesses. Some people prefer banking face to face.

We'd like to say:

We're speaking directly with customers most likely to be affected by the closure and we're helping them with alternative ways to do their banking. This includes telephone banking to speak to someone in person. We are also ensuring customers are familiar with the Post Office arrangements too.

For customers who are able to travel, the nearest branches are at Southgate Street and Bristol Road in Gloucester. However, we understand it's not always convenient to travel, 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 the branch so often. We're also contacting business customers for face-to-face meetings to check they're happy with using alternative methods.

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. Some are unable to do internet banking as they do not have access to a computer. Others prefer to bank face to face rather than use the Assisted Service Counters like those at the Southgate Street branch.

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 or do not have access to the internet. We have run 'Tea and Teach' events at Hucclecote and surrounding branches, including sessions at Southgate Street to show customers other ways to bank, and how to use the Assisted Service Counters. Support is also available through our telephony and website services.

Other things to help with the change...

At the Post Office customers can withdraw cash, pay in cash and check balances using a debit card and pin. Customers can also pay in cash using a pre-printed paying in slip, although it could take an extra two days to reach Barclays accounts using a paying in slip.

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 any branch
2. a paying-in envelope. We have extra stock in the Hucclecote 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.

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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