



## This branch is closing but your bank is always open

Our Kirkham branch is closing  
on 11 March 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 down and is low in comparison to similar branches
- 75% of our branch customers also use other ways to do their banking, such as online and by telephone
- In the past 12 months, 36% 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.

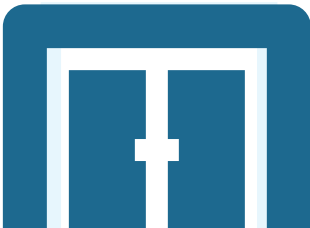
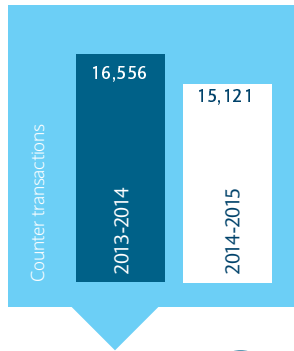
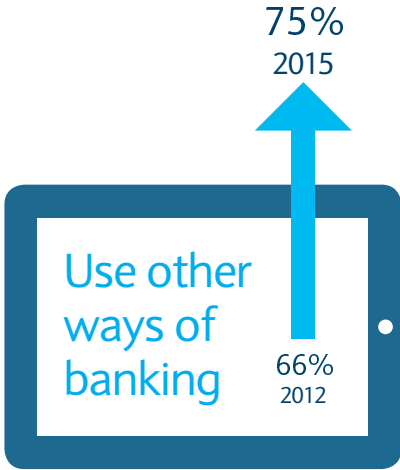
I realise that you may have questions and concerns about these changes, so please feel free to get in touch using the details below.

Yours,

Kay Eccles  
Cumbria and Lancashire Community Banking Director  
[kay.eccles@barclays.com](mailto:kay.eccles@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	975	229	37%
Business & Corporate	261	83	52%

### Weekly transactions

Personal				
	Counter transactions	Cash withdrawals	Cash deposits	Cheque deposits
May 2013-Apr 2014	222	83	75	64
May 2014-Apr 2015	203	74	73	56
Change 2013 v 2014	-9%	-12%	-3%	-15%

### Business & Corporate

	Counter transactions	Cash withdrawals	Cash deposits	Cheque deposits
May 2013-Apr 2014	96	7	38	51
May 2014-Apr 2015	89	6	33	50
Change 2013 v 2014	-10%	-27%	-16%	-3%

### Opening hours of Kirkham

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

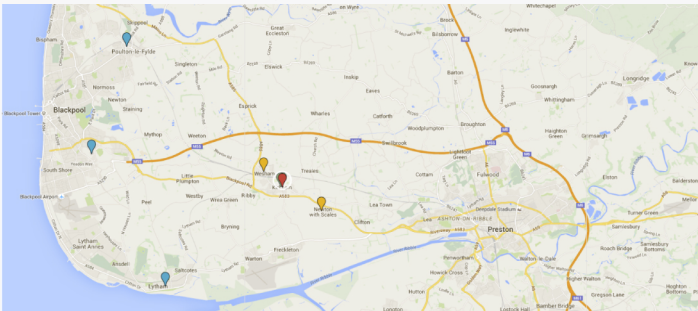
### Facilities available

Counter services	Yes
Cash machines	No
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	Lytham	Blackpool Cherry Tree Road (Essentials)	Poulton-le-Flyde																																										
Post Code	FY1 1DX	FY4 4QH	FY6 7BP																																										
Distance (miles)	6.1	6.7	8.4																																										
Opening hours	<table border="1"> <tr><td>Monday</td><td>10:00-16:00</td></tr> <tr><td>Tuesday</td><td>10:00-16:00</td></tr> <tr><td>Wednesday</td><td>closed</td></tr> <tr><td>Thursday</td><td>10:00-16:00</td></tr> <tr><td>Friday</td><td>10:00-16:00</td></tr> <tr><td>Saturday</td><td>closed</td></tr> <tr><td>Sunday</td><td>closed</td></tr> </table>	Monday	10:00-16:00	Tuesday	10:00-16:00	Wednesday	closed	Thursday	10:00-16:00	Friday	10:00-16:00	Saturday	closed	Sunday	closed	<table border="1"> <tr><td>Monday</td><td>07:00-23:59</td></tr> <tr><td>Tuesday</td><td>00:00-23:59</td></tr> <tr><td>Wednesday</td><td>00:00-23:59</td></tr> <tr><td>Thursday</td><td>00:00-23:59</td></tr> <tr><td>Friday</td><td>00:00-23:59</td></tr> <tr><td>Saturday</td><td>00:00-22:00</td></tr> <tr><td>Sunday</td><td>10:00-16:00</td></tr> </table>	Monday	07:00-23:59	Tuesday	00:00-23:59	Wednesday	00:00-23:59	Thursday	00:00-23:59	Friday	00:00-23:59	Saturday	00:00-22:00	Sunday	10:00-16:00	<table border="1"> <tr><td>Monday</td><td>10:00-16:00</td></tr> <tr><td>Tuesday</td><td>10:00-16:00</td></tr> <tr><td>Wednesday</td><td>closed</td></tr> <tr><td>Thursday</td><td>10:00-16:00</td></tr> <tr><td>Friday</td><td>10:00-16:00</td></tr> <tr><td>Saturday</td><td>closed</td></tr> <tr><td>Sunday</td><td>closed</td></tr> </table>	Monday	10:00-16:00	Tuesday	10:00-16:00	Wednesday	closed	Thursday	10:00-16:00	Friday	10:00-16:00	Saturday	closed	Sunday	closed
Monday	10:00-16:00																																												
Tuesday	10:00-16:00																																												
Wednesday	closed																																												
Thursday	10:00-16:00																																												
Friday	10:00-16:00																																												
Saturday	closed																																												
Sunday	closed																																												
Monday	07:00-23:59																																												
Tuesday	00:00-23:59																																												
Wednesday	00:00-23:59																																												
Thursday	00:00-23:59																																												
Friday	00:00-23:59																																												
Saturday	00:00-22:00																																												
Sunday	10:00-16:00																																												
Monday	10:00-16:00																																												
Tuesday	10:00-16:00																																												
Wednesday	closed																																												
Thursday	10:00-16:00																																												
Friday	10:00-16:00																																												
Saturday	closed																																												
Sunday	closed																																												
Any recent or upcoming changes to branch trading hours?	Prior to 2 Feb 2015 this branch was open 10:00 - 16:00 Wednesdays	None	None																																										
Branch Facilities – Counters	Yes	No	Yes																																										
Branch Facilities – Self service	Yes	Yes	Yes																																										

### Nearest free cash machines to this branch

Location	Address	Distance (miles)	Charge amount
The Co-Operative Food	4 Market Square, Kirkham PR4 2SD	0.1	FREE
NatWest	Poulton Street, Kirkham PR4 2RZ	0.1	FREE
HSBC	30 Poulton Street, Kirkham PR4 2AE	0.1	FREE

### Nearest cash machines to this branch that charge a fee

Location	Address	Distance (miles)	Charge amount
Londis	51-53 Station Road, Kirkham PR4 2HD	0.6	£1.85
Kingfisher Tavern	St. Georges Park, Kirkham PR4 2DZ	1.3	£0.75
Ribby Hall Holiday Village	Ribby Road, Wrea Green, Preston PR4 2PA	1.4	£1.65

### Nearest Post Offices to this branch

Post Office Name	Distance (Miles)	Address	Opening hours	Banking facilities
Kirkham	0.1	The Village Store, Market Square, Kirkham PR4 2SD	07:00 - 22:00 Mon-Sun	Yes
Wesham	0.9	74 Garstang Road South, Wesham, Preston PR4 3BL	09:00 - 17:30 Mon-Fri 09:00 - 12:30 Sat Closed Sun	Yes
Newton Village	1.7	Bryning Lane, Newton With Scales, Preston PR4 3RN	09:00 - 17:30 Mon, Wed-Fri 09:00 - 13:00 Tue 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**

Mark Menzies

**Local council**

Councillor Keith Beckett

**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:**

No specific concerns were raised as many people already use one of our alternative branches.

**We'd like to say:**

Although there were few concerns about the closure, we'd like to reassure customers that we have looked carefully at how this branch is used and we've seen a general fall in customers coming to the counter. Because our branch has limited opening hours and no external cash machine, many customers also use one of our other branches as well as online, Barclays Mobile Banking or Telephone Banking. There are several other free to use cash machines in the community, including at the Co-Op, HSBC and NatWest.



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

#### You said to us:

There are particular concerns about elderly customers and people who may find it hard to travel. Business customers may also be inconvenienced.

#### We'd like to say:

We've spoken directly with customers most likely to be affected by the closure to help them with alternative ways of banking, including Telephone Banking to speak to someone in person. 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 also been helping customers understand the transactions they can do at the Post Office opposite our branch, which is open very long hours (07:00 - 22:00, 7 days a week) and may be more convenient.

We've spoken to Business and Corporate customers individually. We have made sure they understand that their business relationship arrangements won't change and we're helping them with other ways to bank. They may use our branch at Lytham and there are also services available online.

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

#### You said to us:

Some customers may need help if they are to adopt new banking methods.

#### 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. We've run 'Tea and Teach' events to show customers other ways to bank, as well as how to set up a regular payment and order cards and PINs. Support is 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 Kirkham 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](https://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](https://barclays.co.uk/waystobank)

Find out more today

[barclays.co.uk/waystobank](https://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](https://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.

Barclays Bank PLC. Authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority (Financial Services Register No. 122702). Registered in England. Registered No. 1026167. Registered Office: 1 Churchill Place, London E14 5HP.  
Item ref: 9914071 - Kirkham. Information correct as at February 2016