

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

Our Oxford Summertown branch is closing  
on Friday 4 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 remained stable, however it 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, 67% of this branch's customers have been using neighbouring branches
- Only 44 customers regularly used this branch in the past 12 months, without interacting with us in any other way.

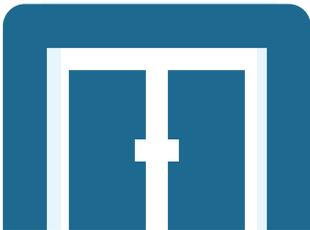
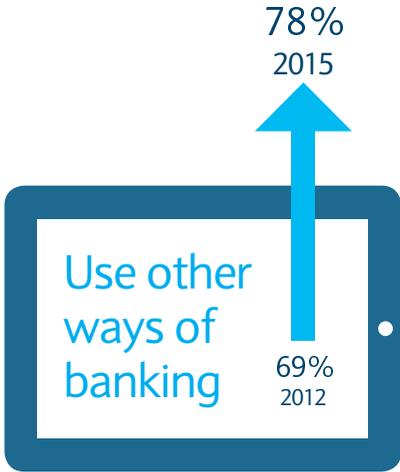
I realise that you may have questions and concerns about these changes, so please feel free to get in touch using the details below.

Yours,

Matthew Bell  
Oxford and Reading Community Banking Director  
[matthew.a.bell@barclays.com](mailto:matthew.a.bell@barclays.com)

# What's changed in your branch?

Many customers are choosing to bank differently



In all, only 44 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	3,822	952	70%
Business & Corporate	698	178	76%

### Weekly transactions

Personal				
	Counter transactions	Cash withdrawals	Cash deposits	Cheque deposits
May 2013-Apr 2014	524	165	147	212
May 2014-Apr 2015	538	168	159	211
Change 2013 v 2014	3%	2%	8%	-1%

### Business & Corporate

	Counter transactions	Cash withdrawals	Cash deposits	Cheque deposits
May 2013-Apr 2014	234	18	99	117
May 2014-Apr 2015	219	19	94	106
Change 2013 v 2014	-7%	2%	-5%	-10%

### Opening hours of Oxford Summertown

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

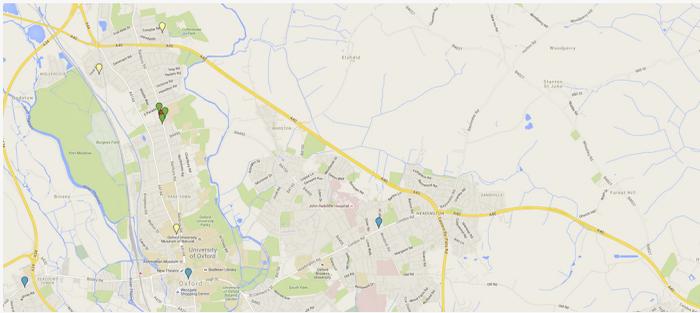
### Facilities available

Counter services	Yes
Cash machines	Yes
Self service machines	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	Oxford City		Headington		Botley	
Post Code	OX1 3HB		OX3 9AH		OX2 9LZ	
Distance (miles)	1.9		3.1		3.4	
Opening hours	Monday	09:00-1 7:00	Monday	09:30-1 6:30	Monday	09:30-1 6:30
	Tuesday	09:00-1 7:00	Tuesday	09:30-1 6:30	Tuesday	09:30-1 6:30
	Wednesday	09:00-1 7:00	Wednesday	09:30-1 6:30	Wednesday	09:30-1 6:30
	Thursday	09:00-1 7:00	Thursday	09:30-1 6:30	Thursday	09:30-1 6:30
	Friday	09:00-1 7:00	Friday	09:30-1 6:30	Friday	09:30-1 6:30
	Saturday	09:00-1 5:00	Saturday	closed	Saturday	closed
	Sunday	closed	Sunday	closed	Sunday	closed
	Any recent or upcoming changes to branch trading hours?	None		None		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
Lloyds	201-203 Banbury Road, Oxford OX2 7AR	0.1	FREE
Marks and Spencer	242-254 Banbury Road, Oxford OX2 7BY	0.1	FREE
Nat West	249 Banbury Road, Oxford OX2 7HR	0.1	FREE

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

Location	Address	Distance (miles)	Charge amount
Rose and Crown	14 North Parade Avenue, Oxford OX2 6LX	0.9	£1.45
Lady Margaret Hall	Benson Place, Oxford OX2 6QA	1.2	£1.35
Londis Mini Market	81 Walton Street, Oxford OX2 6EA	1.3	£1.99

### Nearest Post Offices to this branch

Post Office Name	Distance (Miles)	Address	Opening hours	Banking facilities
Kendall Crescent	1.3	3 Kendall Crescent, Oxford OX2 8NE	09:00 - 17:30 Mon-Sat 09:00 - 12:30 Sat Closed Sun	Yes
Upper Wolvercote	1.3	2 St Peters Road, Upper Wolvercote, Oxford OX2 8AU	09:00 - 17:00 Mon-Sat 09:00 - 13:00 Sat Closed Sun	Yes
St Giles	1.4	17 Woodstock Road, Oxford OX2 6HA	09:00 - 17:30 Mon-Sat 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**

Nicola Blackwood

**Local council**

Councillor Jean Fooks

Councillor Andrew Gant

**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 - and there are many other banks in the community.

**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. Many customers also use one of our other branches as well as Online Banking, Barclays Mobile Banking or Telephone Banking. The community remains well served as there are also several other free cash machines in the community, including at Lloyds, NatWest and Marks and Spencer.

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

#### You said to us:

Customers who only use the Summertown branch will have to travel further for their everyday banking. There are particular concerns about elderly customers, and people who may find it hard to travel.

#### We'd like to say:

We're encouraging all our customers to travel the short distance to our Headington, Kidlington or city centre branches - or to the Post Office on Kendall Crescent. For people who find it hard to use public transport, our Kidlington branch has free parking and is 10 minutes away by car.

However, we understand that it's not always easy to travel. So 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 also been offering support from our Digital Eagles to help customers adapt to new ways of banking that mean they don't have to go into a branch so often.

### 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 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'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...

Although there is not a Post Office in the immediate community, the nearest one is less than a mile and a half away. 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 Summertown 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)

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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/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.

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