



Birmingham Northfield branch is moving on Friday 7 December 2018

Our new Longbridge branch opens on
Monday 10 December 2018.

Branch closure feedback, and alternative ways to bank

Sharing branch closure feedback

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

We do understand that the decision to move 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 moves, and what we could do to help people through the transition from using the existing branch with alternative ways to carry out their banking requirements, including the new branch which will be there for them.

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**². 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 Chris Payne, your Community Banking Director for West Midlands & Warwickshire.

Email: christopher.payne@barclayscorp.com

We contacted the following groups:

MP:

Richard Burden

Local council:

Councillor Olly Armstrong

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 are some concerns that the branch closure and relocation may have an impact on the community – customers have said they'll miss their local Barclays branch on the high street.

We'd like to say:

We understand the concerns about the move – and we'd like to reassure everyone that, before making this decision we looked very carefully at how the branch is used. We've seen a general fall in customers coming to this branch, and to our branch in Rubery, and the opportunity has arisen to open a brand new branch in the Longbridge Retail Park development.

To maintain a community focus and to ensure trade stays in the local area, we're explaining to customers how their everyday banking can be done at the Post Office in Northfield – it's open Monday, Tuesday, Thursday and Friday between 8.30am and 5.30pm, on Wednesday between 9am and 5.30pm, and on Saturday between 9am and 2pm. We're working with staff at the Post Office and we're helping our customers understand which transactions they can do there, as well as offering them support through this transition.

There are cash machines nearby at HSBC, Halifax and Home Bargains – all are free to use.

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 may depend on the branch – for example the more elderly customers, those who find it difficult to travel and those who have concerns about the new style branch in Longbridge.

We'd like to say:

We're speaking individually to those customers who are most likely to be affected by the move, and we're helping them feel more confident with alternative ways to bank, if they are unable to travel to the new branch in Longbridge. This includes speaking to someone in person through Telephone Banking. We're also making sure customers are familiar with using their local Post Office, too.

For those customers who are able to travel, the new branch in Longbridge will have flexible opening hours - it will be open Monday, Tuesday 9.30am to 4.30pm, Wednesday 10am to 4.30pm, Thursday 11am to 7pm (Counter service available until 4.30pm), Friday 9.30am to 4.30pm and Saturday 9.30am to 4.30pm (No counter service). In addition, the branch will provide our latest banking technology to make everyday banking quicker and easier for our customers, and it will have a fresh, modern feel with better disability access, improved meeting rooms and at least one cash machine available 24 hours a day.

Customers who have expressed concerns about the new style branch have been invited to meet the Branch Manager in the new branch once open.

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

You said to us:

The branch move means customers will need help getting used to new banking methods, including using the new banking technology in the new branch.

We'd like to say:

We're encouraging customers to do their everyday banking in other ways, including mobile and Online Banking – and Telephone Banking for those who prefer to speak to someone.

We've run 'Tea and Teach' events at the branch to show customers other ways to bank, including how they can set up regular payments, and how to use Pingit or Barclays Mobile Banking on their mobile phones. We've also shown customers how to order cards and PINs, and we're helping everyone remain vigilant against fraud.

The staff in the new Longbridge branch will be on hand and ready to support customers using the new technology to undertake their everyday banking.

We will continue to work with the Northfield Partnership after the move, offering further support to local people within the community.

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. Customers can also pay in cash using a pre-printed paying-in slip.

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 Birmingham Northfield 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 or cash 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.

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 store¹.

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 5345².

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 5345².

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 store³.

The Post Office

All customers can pay cash in, withdraw 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 cash and cheques into a Barclays account using a personalised paying-in slip. For cheques, you'll also need 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 free of charge, check your balance and request a receipt at any cash machine displaying the Link sign. You can also print off a mini statement at Barclays cash machines.



If you would like more information or help with any of the different ways you can bank with us, please speak to someone in branch or visit barclays.co.uk/ways-to-bank
If you're a business customer then visit barclays.co.uk/business-banking/ways-to-bank

Discover more at
barclays.co.uk/ways-to-bank

If you're a business customer visit
barclays.co.uk/business-banking/ways-to-bank

To get this in Braille, large print or audio, call **0800 400 100** (via Text Relay)
or visit barclays.co.uk/accessibleservices

Calls may be recorded for quality and training purposes.

¹You 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.

²Calls 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.

³Call charges may differ, please check with your local provider.

⁴Terms and conditions apply. You must be aged 16 years or above and have a current account in the UK, Isle of Man, Jersey or Guernsey (which can receive payments through the Faster Payments network).

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