



Patchway branch is not reopening – but your bank is always open

Our Bristol Patchway branch has
been closed since June 2017

Branch closure feedback and alternative ways to bank

Sharing branch closure feedback

Our Bristol Patchway branch has been closed since June 2017. Our first booklet explained why the branch remained closed after the fire damage and would not be re-opening, and gave information on other banking services that we hope will be convenient for you.

We do understand that the decision to close 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, may have been affected by the branch closing, and what we could do to help people through the transition from using the branch with alternative ways to carry out their banking requirements.

We contacted the following groups:

MP:

Jack Lopresti

Local council

Cllr Tom Aditya, Cllr Ken Dando, Cllr Eve Orpen,
Cllr Keith Walker

Customers

A number of customers who regularly use the branch

Local consumer groups

Age UK

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 may have had on your local community?

You said to us:

There are some concerns that the branch not re-opening and remaining permanently closed will have an impact on local businesses.

We'd like to say

Although some concerns have been raised about the closure, we'd like to reassure the community that, before making our decision to not re-open the branch following the fire damage, we looked very carefully at how the branch is used. Many customers already used nearby branches and Online or Telephone Banking and we had seen a general fall in customers coming to the branch.

To retain a community focus and ensure trade remains in the local area, everyday banking can be done at the Post Office in Patchway – it's open Monday to Saturday, between 7:00am and 11:00pm and between 8:00am and 10:00pm on Sundays. We're also helping customers to understand the transactions they can do there and talking to customers about how they can do their banking from home, too.

There are nearby free to use cash machines at Lloyds, Spar and the Post Office, all within one mile from the branch.

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

You said to us:

There are concerns that everyday banking will be difficult, and also some concerns for elderly customers and people who may find it hard to travel further.

We'd like to say

We're speaking with those customers most likely to be affected by the permanent closure of the branch and we're helping them with alternative ways to do their banking. This includes Telephone Banking to speak to someone in person. We are ensuring they're familiar with the Post Office arrangement, too.

For those customers who are able to travel, the nearest branches are at Westbury-on-Trym and Fishponds. However, we understand it's not always convenient to travel, so we've been offering support from our Digital Eagles to help them adapt to new ways of banking that mean they don't have to come into a branch so often.

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

You said to us:

The closure will mean that customers will need help if they are to adopt new banking methods, particularly those who are worried about banking online.

We'd like to say

We're encouraging customers to use other ways to do their everyday banking, including Mobile and Online banking – and Telephone Banking for those who prefer to speak to someone. We have run 'Tea and Teach' events at nearby branches to show other ways to bank, including how to set up regular payments, use Pingit or Barclays Mobile Banking on their mobile phones. We've shown people how to order cards and PINs, as well as helping everyone remain vigilant against fraud. Support is also available through our telephone and website services.

There are a number of free cash machines in the community and the local Post Office is available for everyday banking transactions.

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.

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 Westbury-on-Trym branch, so please call in to pick some up. Otherwise, just call **0800 169 3091** for these, and we'll pop some in the post.

You will need to allow an extra two days for cheques to reach your Barclays accounts.

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 store.

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*.

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*.

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

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](https://www.barclays.co.uk/ways-to-bank) If you're a business customer then visit [barclays.co.uk/business-banking/ways-to-bank](https://www.barclays.co.uk/business-banking/ways-to-bank)

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