



This branch is changing – we are moving to a new location and changing the services that we provide

Our new Warwick University branch opens on Monday 11 September 2017

Branch change feedback and alternative ways to bank.

Sharing branch change feedback

We're now nearing the relocation and change of services of Warwick University branch of Barclays.

Our first booklet explained why the branch is changing and gave information on the change of banking services that will be available in the new branch.

We do understand that the decision to change a branch affects 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 changes, and what we could do to help people through the transition.

We contacted the following groups:

MP:

Jim Cunningham

Local Council

John Blundell
Gary Crookes
Tim Sawdon

Local groups

Warwick University Students' Union
Age Concern UK

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 relocating and changing services will have on your local community?

You said to us:

There were questions about why we are relocating, and which services will now be available

We'd like to say:

We're taking the opportunity to move to new, modern premises on the Warwick University campus. As well as offering the latest banking technology, we will still have an ATM available, and there are also Bank of Ireland and Santander ATMs on campus. There is also a Post Office on campus, just over 100m from the existing branch.

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

You said to us:

People were happy that the new technology will make banking quicker and easier.

We'd like to say:

We're pleased that the prospect of our move has been met positively. The number of counter transactions at the branch has gone down in the previous 12 months, and in the same time almost a third of our customers have been using other branches. In addition, customers using other ways to do their banking has increased by 16% since 2012. The new technology is simple to use and will mean faster banking with less queuing at busy times.

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.

We'd like to say:

As well as a wide range of ways to bank that 96% of our customers already use, including online and telephone banking, Pingit and Barclays Mobile Banking, we're now offering more automated services in the new branch. However, staff are on hand to help customers feel confident with the services and to answer any questions.

Other things to help with the change...

The Post Office in campus can also help with everyday banking such as taking out cash and paying in cash and cheques. They are open 09:00 – 17:30 Mon – Fri and 10:00 – 14:00 on Saturdays.

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 cash or cheques to reach your Barclays accounts using a paying-in slip.

Transaction charges for Business transactions will apply.

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 branch or visit [barclays.co.uk/waystobank](https://www.barclays.co.uk/waystobank) 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)

Find out more today
barclays.co.uk/waystobank

If you're a business customer visit
barclays.co.uk/business-banking/waystobank

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

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