



## Henfield branch is not reopening - but your bank is always open

Our Henfield branch has  
been closed since April 2018.

Branch closure feedback, and alternative ways to bank



## Sharing branch closure feedback

Our Henfield branch has been closed since April 2018. Our first booklet explained why the branch remained closed after damage caused to the cash machine 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, could be affected when the branch closes, and what we could do to help people through the transition from using the branch with alternative ways to carry out their banking requirements.

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**<sup>2</sup>. 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 Nigel Taylor, your Community Banking Director for Sussex & Surrey.

Email: [nigel.d.taylor@barclays.com](mailto:nigel.d.taylor@barclays.com)

**We contacted the following groups:**

**MP:**

Nick Herbert

**Local Council:**

Councillor Mike Morgan

Councillor Lionel Barnard

**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 were some concerns that the branch closure will leave the community without a bank and with only one 24-hour cash machine.

**We'd like to say:**

Following the damage to our cash machine which resulted in immediate closure of the branch we understand there has been reliance on the one remaining 24 hour cash machine at Shell. There are also alternative free cash machines, although not with 24 hours access, at Budgens and One Stop.

We are currently exploring providing a new cash machine within the community, although this is dependant on us locating suitable premises to house the machine and we will share further details with the community in due course.

Everyday banking can be done at the Post Office in Henfield – it's open Monday to Friday between 9am and 5.30pm, and on Saturday between 9am and 4.30pm. We've worked with staff at the Post Office and we're helping our customers understand which transactions they can do there, how to bank from home and offering them support through this transition.

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

#### You said to us:

There were some concerns that customers will have to travel long distances and rely on public transport. This includes business customers, who might have to travel to bank cash. The nearest Barclays branch isn't open every day or at the times customers are used to.

#### We'd like to say:

We're speaking individually to those customers who are most likely to be affected by the closure, and we're helping them feel confident with alternative ways to bank. This includes speaking to someone in person through telephone banking. We've also made sure customers are familiar with using their local Post Office, too.

We're working with business customers to make sure they have alternative arrangements, including the use of Barclays Collect service to pick up cash, where appropriate, and the Post Office.

For anyone who's able to travel, there's a branch in Steyning that's open from 9.30am to 2.30pm Monday, Thursday and Friday, and others in Burgess Hill and Hove which are open longer hours Monday to Friday albeit further away. However, we understand it's not always convenient to travel, so we've been offering support from our Digital Eagles in our branch, to help customers adapt to new ways of banking – so they don't have to come into a branch as often and can continue to bank when the nearest branch isn't open.

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

#### You said to us:

The closure means customers will need help getting used to new banking methods, particularly those who may not want to bank online. There were a few concerns that the Post Office banking system won't be as secure as a 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.

Many customers already use the Post Office for their everyday banking using their secure IT infrastructure.

We've run 'Tea and Teach' events 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.

## 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 Steyning 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 store<sup>1</sup>.

## 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<sup>2</sup>.

## 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<sup>2</sup>.

## 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<sup>3</sup>.

## 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'd like more information or want to learn more about different ways to bank, talk to us today. If you're a business customer then visit



Discover more at  
[barclays.co.uk/ways-to-bank](https://barclays.co.uk/ways-to-bank)

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

Calls may be recorded for quality and training purposes.

<sup>1</sup>You 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.

<sup>2</sup>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.

<sup>3</sup>Call charges may differ, please check with your local provider.

<sup>4</sup>Terms 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).

Barclays Bank UK PLC. Authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority (Financial Services Register No. 759676) Registered in England. Registered No. 9740322. Registered Office: 1 Churchill Place, London E14 5HP.

Item ref: 9914906\_UK April 2018