



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

Our Stokesley branch is closing  
on Friday 25 May 2018

Branch closure feedback and alternative ways to bank



## Sharing branch closure feedback

We're now nearing the closure of the Stokesley branch of Barclays. Our first booklet explained why the branch is closing, 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.

### We contacted the following groups:

#### MP

Rishi Sunak

#### Local council

Councillor Andy Wake

#### 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:**

The town will be losing 2 major banks within a short space of time and residents are concerned about the impact this may have on the community. There are also concerns about the loss of cash machines.

##### **We'd like to say:**

We understand the concerns about the closure – and we'd like to reassure everyone that, before deciding to close, we looked very carefully at how the branch is used. We've seen a general fall in customers coming to this branch, and many customers already use nearby branches and Online or Telephone Banking.

To keep a community focus and to ensure trade stays in the local area, everyday banking can be done at the Post Office in Stokesley – it's open Monday to Saturday, between 9am and 5:30pm. We're helping our customers understand which transactions they can do there and offering them support and advice through this transition.

We're sorry not to be able to leave the cash machine when the branch closes, however, there are alternative free cash machines nearby at both Co-ops and Santander.

### **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 depend on the branch – particularly the elderly who may find it difficult to access other branches.

#### **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.

For anyone who's able to travel, the nearest branches are in Guisborough and Thornaby. 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.

### **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 different ways to bank, particularly those who are concerned about banking online.

#### **We'd like to say:**

We're encouraging customers to do their everyday banking in other ways, including via 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. We're also helping everyone remain vigilant against fraud. Support is also available through our telephone and online services.

## Other things to help with the change...

Personal and business customers can use the Post Office to 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.

- We have supplies of cheque deposit envelopes in the Stokesley 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.

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





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Item ref: 9914906\_UK