



This branch is closing – but your bank is always open

Our Thornton Heath branch is closing
on Friday 1 December 2017

Reasons for closure, and alternative ways to bank

This branch is closing – but your bank is always open

This first booklet will help you understand why we've made the decision to close this branch. It also sets out the banking services and support that will be available to you after this branch has closed.

In a second booklet, which will be available from the branch prior to it closing or online at home.barclays/ukbranchclosures, we'll share concerns and feedback from the local community. We'll also detail how we are helping people transition from using the branch with alternative ways to carry out their banking requirements.

Here are the main reasons why the Thornton Heath branch is closing:

- 83% of our branch customers use other ways to do their banking such as online and by telephone.

Customers using other ways to do their banking has increased by 25% since

- 2012

In the past 12 months, 71% of this branch's customers have been

- using neighbouring branches

We've identified that only 145 regular customers use this branch exclusively

- for their banking

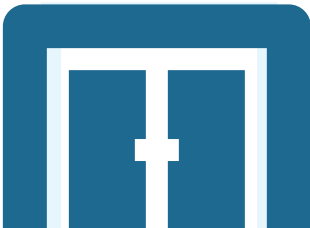
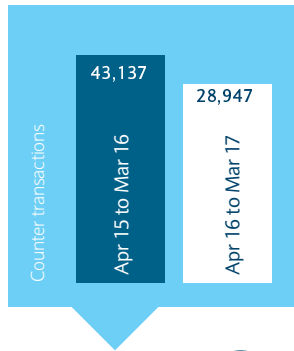
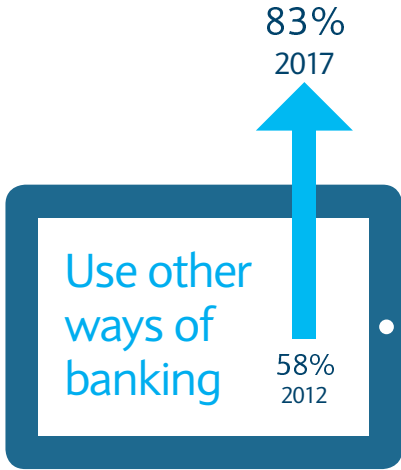


Proposals to close any branch are made by the Barclays local leadership teams and verified at a national level ahead of any closure announcement. If you have any questions and concerns about these changes then please feel free to get in touch with Andrew Wilder, your Branch Manager.

Email: andrew.wilder@barclays.com

How people's banking is changing

Many customers are choosing to bank differently



We've identified that only 145 regular customers use this branch exclusively for their banking

How this branch is used

Before we make the decision to close any branch, we think carefully about how it has been used so far. We consider how many customers have been visiting, what kind of transactions they've been making, and all the other ways they've been choosing to bank with us. We also take into consideration the availability of other branches in the wider community.

Customers

| Usage in last year | Regular (3+ times) | Heavy (12+ times) | % heavy users who also use neighbouring branches |
|----------------------|--------------------|-------------------|--|
| Personal | 10,314 | 2,717 | 77% |
| Business & Corporate | 814 | 278 | 77% |

Weekly transactions

Personal

| | Counter transactions | Cash withdrawals | Cash deposits | Cheque deposits |
|--------------------------------------|----------------------|------------------|---------------|-----------------|
| Apr 15 to Mar 16 | 630 | 168 | 283 | 179 |
| Apr 16 to Mar 17 | 400 | 124 | 208 | 68 |
| Apr 15 to Mar 16 vs Apr 16 to Mar 17 | -37% | -26% | -27% | -62% |

Business & Corporate

| | Counter transactions | Cash withdrawals | Cash deposits | Cheque deposits |
|--------------------------------------|----------------------|------------------|---------------|-----------------|
| Apr 15 to Mar 16 | 200 | 17 | 123 | 60 |
| Apr 16 to Mar 17 | 157 | 14 | 110 | 33 |
| Apr 15 to Mar 16 vs Apr 16 to Mar 17 | -22% | -18% | -11% | -45% |

Opening hours of Thornton Heath

| | |
|-----------|-------------|
| Monday | 09:30-16:30 |
| Tuesday | 09:30-16:30 |
| Wednesday | 10:00-16:30 |
| Thursday | 09:30-16:30 |
| Friday | 09:30-16:30 |
| Saturday | Closed |
| Sunday | Closed |

Facilities available

| | |
|-----------------------|-----|
| Counter services | Yes |
| Cash machines | Yes |
| Self service machines | Yes |

Other places you can bank locally

There are many other ways you can still bank in your local community, including nearby Barclays branches, cash machines and Post Offices.

Nearby Barclays branches

| Name | Norbury | | East Croydon | | Croydon | |
|---|--|--------------|--|--------------|--|--------------|
| Postcode | SW16 4BX | | CR9 1NG | | CR9 1SX | |
| Distance (miles) | 1.4 | | 2.0 | | 2.2 | |
| Opening hours | Monday | 09:30-1 6:30 | Monday | 09:30-1 7:00 | Monday | 09:00-1 7:00 |
| | Tuesday | 09:30-1 6:30 | Tuesday | 09:30-1 7:00 | Tuesday | 09:00-1 7:00 |
| | Wednesday | 10:00-1 6:30 | Wednesday | 10:00-1 7:00 | Wednesday | 10:00-1 7:00 |
| | Thursday | 09:30-1 6:30 | Thursday | 09:30-1 7:00 | Thursday | 09:00-1 7:00 |
| | Friday | 09:30-1 6:30 | Friday | 09:30-1 7:00 | Friday | 09:00-1 7:00 |
| | Saturday | 10:00-1 4:00 | Saturday | Closed | Saturday | 10:00-1 6:00 |
| | Sunday | Closed | Sunday | Closed | Sunday | Closed |
| Any recent or upcoming changes to branch opening hours? | Prior to 13 March 2017 this branch was open 09:30 - 1 6:30 on Wednesdays | | Prior to 13 March 2017 this branch was open 09:30 - 1 7:00 on Wednesdays | | Prior to 13 March 2017 this branch was open 09:00 - 1 7:00 on Wednesdays | |
| Branch Facilities – Counters | Yes | | Yes | | Yes | |
| Branch Facilities – Self service | Yes | | Yes | | Yes | |

Nearby free cash machines

| Location | Address | Distance (miles) |
|--------------------------------|---|------------------|
| Travel World | 15 Brigstock Road, Thornton Heath CR7 7JG | 0.0 |
| Tesco | 32 Brigstock Road, Thornton Heath CR7 8RX | 0.1 |
| Thornton Heath Railway Station | 34 Brigstock Road, Thornton Heath CR7 8RX | 0.1 |

Nearby Post Offices

| Post Office Name | Distance (Miles) | Address | Opening hours | Banking facilities |
|------------------|------------------|---|--|--------------------|
| Thornton Heath | 0.2 | 3 - 7 High Street, Thornton Heath CR7 8RU | 08:00 - 22:00 Mon-Sat 10:00 - 20:00 Sun | Yes |
| Beulah Road | 0.5 | 70 Beulah Road, Thornton Heath CR7 8F | 07:00 - 23:00 Mon-Sat 07:00 - 23:30 Sun | Limited |
| The Pond | 0.8 | 782 London Road, Thornton Heath CR7 6YL | 09:00 - 17:30 Mon-Sat Closed Sun | Yes |

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)

Glossary

Glossary of terms

| | |
|---|---|
| Feedback from local community | May include local MPs, Councillors, Consumer Groups identified with a particular interest in the closure, or received directly from personal or business customers |
| Nearby branches | These are the branches listed on page 6 |
| Exclusively for their banking | Only use the counter in branch (12 or more times in the last 6 months) and did not use online, telephone or mobile banking |
| Use other ways of banking | Use online, telephone or mobile banking in addition to the branch |
| Counter Transactions | Cheque deposits, cash withdrawals and deposits |
| Usage – Regular | Used an inside ATM or the Counter – 3 or more times in the last 12 months. |
| Usage – Heavy | Used an inside ATM or the Counter – 12 or more times in the last 12 months. |
| Recent or upcoming changes to branch opening hours | Any changes made in the last 12 months or future changes announced at the time of publication |
| Branch Facilities – Counters | Has a manned traditional style counter |
| Branch Facilities – Self Service | May have one or more of the following: External / internal cash machine, online banking point, quick pay point /service point or Assisted Service Counter |
| Nearby free cash machines | Cash machines identified nearby that are free to use, additional free to use cash machines may also be nearby, as well as cash machines that charge a usage fee |
| Post Office with Banking Facilities | If 'Limited' they are classified as a local or local+ Post Office, and therefore do not offer the full range of banking services that are available at other Post Offices |

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/accessible-services

Calls may be recorded for quality and training purposes.

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

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