



Birmingham Northfield branch is moving on Friday 7 December 2018

Our new Longbridge branch opens
on Monday 10 December 2018

Reasons for the move and alternative ways to bank

This branch is moving to a new location

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

In a second booklet, which will be available from the branch prior to it relocating 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 existing branch with alternative ways to carry out their banking requirements, including the new branch which will be there for them.

Here are the main reasons why the Birmingham Northfield branch is relocating::

- An opportunity has arisen to open a brand new branch in the Longbridge Retail Park development, and as a result of this, the decision was made to relocate our Birmingham Northfield and Rubery branches.
- The new branch will provide our latest banking technology to make your everyday banking quicker and easier. It will have a fresh, modern feel with better disability access, improved meeting rooms and at least one cash machine available 24 hours a day.

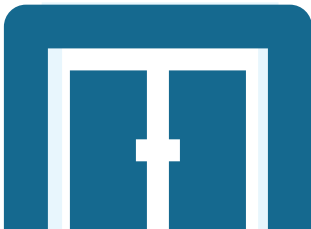
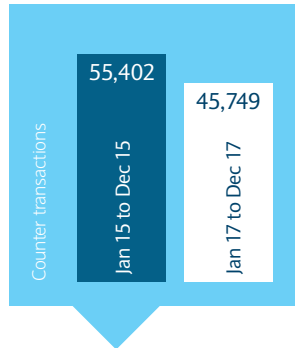
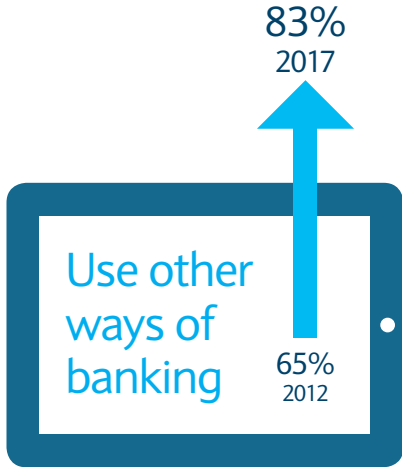


Proposals to close any branch are made by the Barclays local leadership teams and verified at a national level ahead of any closure announcement. If you have any questions and concerns about these changes then please feel free to get in touch with Chris Payne, your Community Banking Director for West Midlands & Warwickshire.

Email: christopher.payne@barclayscorp.com

How people's banking is changing

Many customers are choosing to bank differently, and these are the changes seen at Birmingham Northfield branch



We've identified that only 208 customers use this branch exclusively for their banking

How this branch is used

Customers

Usage in last year	Regular (3+ times)	Heavy (12+ times)	% heavy users who also use neighbouring branches
Personal	5,683	1168	27%
Business & Corporate	431	131	44%

Weekly transactions

Personal

	Counter transactions	Cash withdrawals	Cash deposits	Cheque deposits
Jan 15 to Dec 15	877	348	364	165
Jan 17 to Dec 17	724	291	332	101
Jan 15 to Dec 15 vs Jan 17 to Dec 17	-17%	-16%	-9%	-39%

Business & Corporate

	Counter transactions	Cash withdrawals	Cash deposits	Cheque deposits
Jan 15 to Dec 15	190	13	142	35
Jan 17 to Dec 17	156	9	122	25
Jan 15 to Dec 15 vs Jan 17 to Dec 17	-18%	-31%	-14%	-29%

Opening hours of Birmingham Northfield

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	No

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	Longbridge (New branch opening Monday 10 December 2018)		Birmingham Harborne		Birmingham University	
Postcode	B31 2UQ		B17 9NJ		B15 2TT	
Distance (miles)	1.7		3.8		3.6	
Opening hours	Monday	09:30-16:30	Monday	09:30-16:30	Monday	10:00-16:00
	Tuesday	09:30-16:30	Tuesday	09:30-16:30	Tuesday	Closed
	Wednesday	10:00-16:30	Wednesday	10:00-16:30	Wednesday	Closed
	Thursday	11:00-19:00 (counter service available until 16:30)	Thursday	09:30-16:30	Thursday	10:00-16:00
	Friday	09:30-16:30	Friday	09:30-16:30	Friday	10:00-16:00
	Saturday	09:30-16:30 (No counter service)	Saturday	09:30-14:00	Saturday	Closed
	Sunday	Closed	Sunday	Closed	Sunday	Closed
	Any recent or upcoming changes to branch opening hours?	Not Applicable		Prior to 20 November 2017, this branch opened at 09:30 on Wednesdays		Yes as following Refresh of Branch in June / July we will be re opening on extended hours
Branch Facilities – Counters	Yes		Yes		Yes	
Branch Facilities – Self service	Yes		Yes		Yes	

Nearby free cash machines

Location	Address	Distance (miles)
HSBC	770-772 Bristol Road South, Northfield, Birmingham B31 2NN	0.0
Halifax	786 Bristol Road South, Northfield, Birmingham B31 2NN	0.0
Home Bargains	774 -778 Bristol Road South, Northfield, Birmingham B31 2NN	0.0

Nearby Post Offices

Post Office Name	Distance (Miles)	Address	Opening hours	Banking facilities
Northfield	0.0	773 Bristol Road South, Northfield, Birmingham B31 2NH	08:30-17:30 Mon-Tue, Thu-Fri 09:00-17:30 Wed 09:00-14:00 Sat Closed Sun	Yes
Tessall	0.7	1107 Bristol Road South, Northfield, Birmingham B31 2QP	09:00-18:00 Mon-Fri 09:00-13:00 Sat Closed Sun	Yes *
Allen's Cross	0.8	227 Merritts Brook Lane, Birmingham B31 1UJ	08:00-20:00 Mon-Sun	Limited

All data contained within this booklet was sourced in December 2017, and published in August 2018

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)

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/ways-to-bank

If you're a business customer visit

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**

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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