



## Rubery 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](https://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 Rubery 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 Rubery and Birmingham Northfield 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.

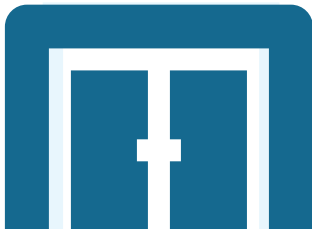
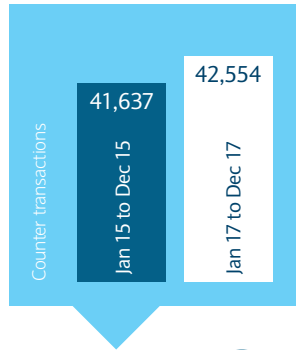
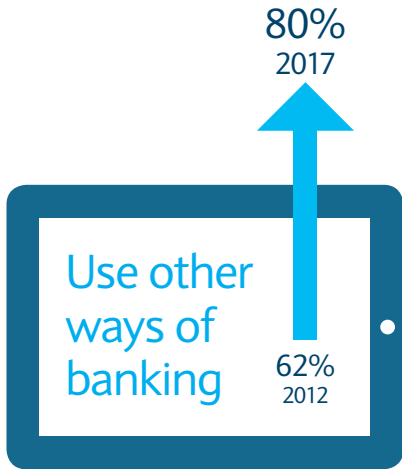


Proposals to close any branch are made by the Barclays local leadership teams and verified at a national level ahead of any closure announcement. If you have any questions and concerns about these changes then please feel free to get in touch with Chris Payne, your Community Banking Director for West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

Email: [christopher.payne@barclayscorp.com](mailto:christopher.payne@barclayscorp.com)

# How people's banking is changing

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



We've identified that only 167 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	3,109	779	55%
Business & Corporate	370	143	52%

### Weekly transactions

#### Personal

	Counter transactions	Cash withdrawals	Cash deposits	Cheque deposits
Jan 15 to Dec 15	653	232	282	139
Jan 17 to Dec 17	662	204	325	133
Jan 15 to Dec 15 vs Jan 17 to Dec 17	1%	-12%	15%	-4%

#### Business & Corporate

	Counter transactions	Cash withdrawals	Cash deposits	Cheque deposits
Jan 15 to Dec 15	147	23	69	55
Jan 17 to Dec 17	157	16	89	52
Jan 15 to Dec 15 vs Jan 17 to Dec 17	7%	-30%	29%	-5%

### Opening hours of Rubery

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)		Bromsgrove		Halesowen	
Postcode	B31 2UQ		B61 8ET		B63 4AE	
Distance (miles)	1.7		4.8		5.9	
Opening hours	Monday	09:30-16:30	Monday	09:30-16:30	Monday	09:30-16:30
	Tuesday	09:30-16:30	Tuesday	09:30-16:30	Tuesday	09:30-16:30
	Wednesday	10:00-16:30	Wednesday	10:00-16:30	Wednesday	10:00-16:30
	Thursday	11:00-19:00 (counter service available until 16:30)	Thursday	09:30-16:30	Thursday	09:30-16:30
	Friday	09:30-16:30	Friday	09:30-16:30	Friday	09:30-16:30
	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 16 October 2017, this branch opened at 09:30 on Wednesdays		Prior to 20 November 2017, this branch opened at 09:30 on Wednesdays
Branch Facilities – Counters	Yes		Yes		Yes	
Branch Facilities – Self service	Yes		Yes		Yes	

### Nearby free cash machines

Location	Address	Distance (miles)
Gills News	171 New Road, Rubery, Birmingham B45 9JW	0.1
Lloyds	138 New Road, Rubery, Birmingham B45 9JA	0.1
Co-op	182A New Road, Rubery, Birmingham B45 9JA	0.1

### Nearby Post Offices

Post Office Name	Distance (Miles)	Address	Opening hours	Banking facilities
Rubery	0.1	126 New Road, Rubery, Birmingham B45 9HY	08:30-17:30 Mon-Frii 08:30-15:30 Sat Closed Sun	Yes
Longbridge	1.0	Longbridge Supermarket, 1706 - 1708 Bristol Road South, Rednal, Birmingham B45 9QD	08:00-18:00 Mon-Sat 10:00-16:00 Sun	Yes *
Holly Hill	1.3	14 - 16 Arden Road, Holly Hill, Birmingham B45 0JA	06:00-18:00 Mon-Sat 07:00-13:00 Sun	Yes

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

<b>Feedback from local community</b>	May include local MPs, Councillors, Consumer Groups identified with a particular interest in the closure, or received directly from personal or business customers
<b>Nearby branches</b>	These are the branches listed on page 6
<b>Exclusively for their banking</b>	Only use the counter in branch (12 or more times in the last 6 months) and did not use online, telephone or mobile banking
<b>Use other ways of banking</b>	Use online, telephone or mobile banking in addition to the branch
<b>Counter Transactions</b>	Cheque deposits, cash withdrawals and deposits
<b>Usage – Regular</b>	Used an inside ATM or the Counter – 3 or more times in the last 12 months.
<b>Usage – Heavy</b>	Used an inside ATM or the Counter – 12 or more times in the last 12 months.
<b>Recent or upcoming changes to branch opening hours</b>	Any changes made in the last 12 months or future changes announced at the time of publication
<b>Branch Facilities – Counters</b>	Has a manned traditional style counter
<b>Branch Facilities – Self Service</b>	May have one or more of the following: External / internal cash machine, online banking point, quick pay point / service point or Assisted Service Counter
<b>Nearby free cash machines</b>	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
<b>Post Office with Banking Facilities</b>	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](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)

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To get this in Braille, large print or audio, call **0800 400 100** (via Text Relay)  
or visit [barclays.co.uk/accessible-services](https://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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