



## Olney branch is not re-opening – but we're still here to help

Our Olney branch has  
been closed since August 2018

Reasons for closure, and alternative ways to bank



# Olney branch is closed – but your bank is always open

This first booklet will help you understand why we've made the decision not to re-open 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 Central Milton Keynes branch from early March 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 branch with alternative ways to carry out their banking requirements.

Here are the main reasons why the Olney branch will not be re-opening following the damage caused to the branch in August 2018.

- The number of counter transactions has gone down in the previous 24 months, and additionally 79% of our branch customers also use other ways to do their banking such as online and by telephone.
- Customers using other ways to do their banking has increased by 24% since 2012.
- In the past 12 months, 44% of this branch's customers have been using neighbouring branches.
- We've identified that only 91 customers use this branch exclusively for their banking

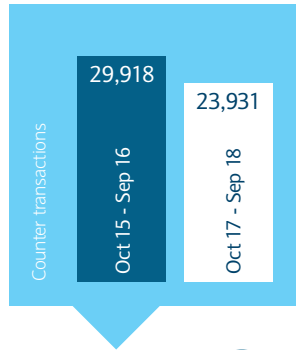
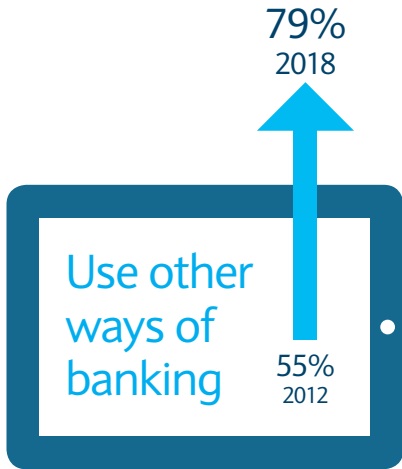


Proposals to close any branch are made by the Barclays local leadership teams and verified at a national level ahead of any closure announcement. If you have any questions and concerns about these changes then please feel free to get in touch with Donna Hagan-Grenfell, your Community Banking Director for Eastern Heartlands.

Email: [donna.hagan1@barclays.com](mailto:donna.hagan1@barclays.com)

# How people's banking is changing

Many customers are choosing to bank differently



We've identified that only 91 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	1,564	318	47%
Business & Corporate	398	151	52%

### Weekly transactions

#### Personal

	Counter transactions	Cash withdrawals	Cash deposits	Cheque deposits
Oct 15 - Sep 16	426	147	121	158
Oct 17 - Sep 18	338	118	106	114
Oct 15 - Sep 16 vs Oct 17 - Sep 18	-21%	-20%	-12%	-28%

#### Business & Corporate

	Counter transactions	Cash withdrawals	Cash deposits	Cheque deposits
Oct 15 - Sep 16	150	18	50	82
Oct 17 - Sep 18	123	13	52	58
Oct 15 - Sep 16 vs Oct 17 - Sep 18	-18%	-28%	4%	-29%

### Opening hours of Olney

Monday	09:30-16:30
Tuesday	09:30-16:30
Wednesday	Closed
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	Central Milton Keynes		Wellingborough Market Street		Bedford	
Postcode	MK9 3GB		NN8 1AT		MK40 1NJ	
Distance (miles)	9.6		11.1		11.9	
Opening hours	Monday	09:00-17:00	Monday	09:30-16:30	Monday	09:00-17:00
	Tuesday	09:00-17:00	Tuesday	09:30-16:30	Tuesday	09:00-17:00
	Wednesday	10:00-17:00	Wednesday	10:00-16:30	Wednesday	10:00-17:00
	Thursday	09:00-17:00	Thursday	09:30-16:30	Thursday	09:00-17:00
	Friday	09:00-17:00	Friday	09:30-16:30	Friday	09:00-17:00
	Saturday	09:00-16:00	Saturday	09:00-13:00	Saturday	09:00-15:00
	Sunday	11:00-16:00 (no counter service)	Sunday	Closed	Sunday	Closed
Any recent or upcoming changes to branch opening hours?	With effect from 18 March 2019 branch will be open Monday - Friday 10:00 - 18:00. No change to weekend hours		None		With effect from 18 March 2019 branch will close at 16:00 on Saturdays	
Branch Facilities – Counters	Yes		Yes		Yes	
Branch Facilities – Self service	Yes		Yes		Yes	

### Nearby free cash machines

Location	Address	Distance (miles)
Nationwide	14 High Street, Olney MK46 4BB	0.0
Co-op	Stanley Court, Weston Road, Olney MK46 5NH	0.1
One Stop	99 High Street, Olney MK46 4EF	0.2

### Nearby Post Offices

Post Office Name	Distance (Miles)	Address	Opening hours	Banking acilities
<b>Olney</b>	0.1	18 Market Place, Olney MK46 4BA	06:00-21:00 Mon-Sun	<b>Yes</b>
<b>Lavendon</b>	2.8	15 High Street, Lavendon MK46 4EX	09:00-17:30 Mon-Tue, Thu-Fri 09:00-17:00 Wed 09:00-12:30 Sat Closed Sun	<b>Yes</b>
<b>Sherington</b>	3.2	8b Church Road, Sherington, Newport Pagnell MK16 9PB	07:00-19:00 Mon-Fri 07:30-18:00 Sat 08:00-12:00 Sun	<b>Limited</b>

All data contained within this booklet was sourced in September 2018, and published in January 2019

# 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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