



This branch is closing – but your bank is always open

Our Avonmouth branch is closing
on Friday 3 November 2017

Branch closure feedback and alternative ways to bank.

Sharing branch closure feedback

We're now nearing the closure of the Avonmouth 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

Darren Jones

Local Council

Cllr Donald Alexander

Cllr Matthew Melias

Cllr Jo Sergeant

Local groups

Age Concern

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:

There are some concerns that the closure of the branch will have an impact on local residents and businesses, particularly those that rely on the branch to handle cash.

We'd like to say

We understand the concern from the community. We have looked carefully at how this branch is used. Many customers already also use nearby branches and online or telephone banking and we've seen a general fall in customers coming to the branch.

We have worked closely with the nearby Post Office on Avonmouth Road to look after customers and non-customers alike who have previously relied on the branch. The Post Office is open between 9:00am and 5:30pm six days a week, and we're helping customer to understand the transactions they can do there.

The area remains well-served with cash machines, with the three nearest free ATMs at the Co-op, Costco, and the Premier Store on Avonmouth Road.

What's the biggest effect that this branch closing will have on customers of the branch?

You said to us:

There are concerns about customers who may depend on the branch and those older customers that may have a lack of skills in using the internet; and additionally some customers who do not drive will have to rely on public transport to travel to visit a local branch. There are also some concerns about the limited online access locally.

We'd like to say

We're speaking directly with customers most likely to be affected by the closure and we're helping them with alternative ways to do their banking. We have made sure they're familiar with the transactions they can do at the Post Office, too, and this has included accompanying some customers over to the Post Office to make sure they're happy with what they can do there. We have held 'Tea and Teach' sessions to help customers with using the internet.

For customers who are able to travel, the nearest branches are at Westbury-on-Trym and Portishead. However, we understand it's not always convenient to travel, so we've been offering support from our Digital Eagles to help customers who may not be confident with online banking to use the service. If online access is an issue for customers, we're making sure they're set up and happy to use telephone banking.

What alternative ways to bank do you believe would help people adapt to the change?

You said to us:

Customers will need help if they are to adopt new banking methods.

We'd like to say

We've encouraged customers to use other ways to do their everyday banking, including Mobile and Online Banking – and Telephone Banking if they would prefer to speak to someone. We have run 'Tea and Teach' events at the branch to show customers other ways to bank, as well as how to set up a regular payment and order cards and PINs. Support is also available through our telephony and website services.

Other things to help with the change...

At the Post Office customers can withdraw cash, pay in cash and check balances using a debit card and pin. Customers can also pay in cash using a pre-printed paying in slip, although it could take an extra two days to reach Barclays accounts using a paying in slip.

Both business and personal customers can pay in cheques. You'll need:

1. a pre-printed paying-in slip. You'll find these in your cheque book, or you can order them at any branch
2. a paying-in envelope. We have extra stock in the Avonmouth branch, so please call in before the closure to pick some up. Otherwise, just call **0800 169 3091** for these, and we'll pop some in the post.

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)

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/accessibleservices

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Item ref: 9914906