

# Staines branch is closing on 03 September 2024

Here's what it means for you.



NatWest

TOMORROW BEGINS TODAY



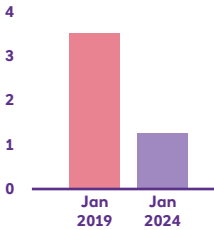
# Contents

How banking is changing	4
How we decide to close a branch	5
How we've communicated the closure	6
Feedback we've received	7
Other ways to bank	8-11
Customer support	12
Glossary of terms	13

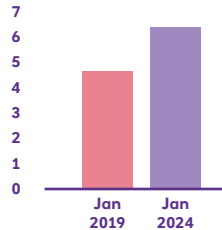
# The way we bank is changing

With the ease of mobile and online banking fewer people are coming into the bank. This means we've had to make some tough choices about which can stay open. So, we want to make sure that we keep the branches people are using most.

Across the bank we have seen.



Average counter transactions reduced by **64%** between January 2019 and January 2024



The number of customers using mobile apps increased by **64%** between January 2019 and January 2024

Measurement in both graphs is millions

More than

# 763

million mobile and online transactions were processed in 2023

## Our responsibility to you

We completely understand that online banking isn't right for everyone. Sometimes you want to chat things through with someone. We promise that you'll still be able to talk to one of our team either on the phone, by video or in one of our other branches.

We've put together this leaflet to guide you through the changes, but if you've got any questions at all just ask one of our team.

They'll be on hand to help you find ways you can bank that best suit your needs. We're also here for anyone who'd like help in getting started with online banking or our app. As well as short, easy-to-follow How To videos, we run online classes over Zoom. You'll find everything you need to know on our website [natwest.com/onlinebanking](https://natwest.com/onlinebanking) (And there are some handy fraud and scam awareness tips too.)

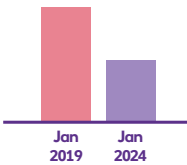
We also have Customer Support Specialists that are dedicated to helping customers who need more support.

# How we decide to close a branch

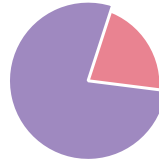
Closing a branch is always difficult and not a decision that we ever take lightly. A branch closure decision involves us looking at several different criteria, including:

- the likely impact on customers. How often customers use the branch – and the transactions they’re making.
- their banking preferences.
- where the nearest branch and nearest cash machines are.
- is there a local Post Office® for everyday banking?
- all the other banking options: Online, Mobile, Telephone and Video Banking.

## In Staines, we saw:



Comparing January 2019 and January 2024, counter transactions for personal customers have decreased by 46%



In 2023 78% of personal customers using the branch also chose to use Online Banking or our mobile app

• **8** personal customer(s) used the branch weekly in 2023

• **130** business customer(s) used the branch on average monthly in 2023

Please see the Glossary on page 13 for personal/business customer usage and counter transaction definitions.

# NatWest Staines will permanently close from 03 September 2024



## How we've communicated this closure to customers

In line with the Financial Conduct Authority's guidelines, we took a range of factors into account before deciding to close this branch. You can read about these on pages 4 and 5 of this factsheet.

After speaking to our branch colleagues, we wrote to all branch customers to tell them about the closure, including other ways they could bank with us and where their nearest branch, ATM and Post Office was. We understand that closing a branch can be difficult for some people so we always give customers at least 12 weeks notice of closure to allow them time to consider their options.

The notice of closure was also reinforced with a poster displayed in the branch which stated the closure date. In addition, we got in touch with customers who use the branch and those who may need extra support, to see what we could do to help. We've been able to offer advice on the easiest ways to bank in the local area. And we've also been able to help those who want to get started with Online Banking.



## How we've engaged with the local community

After we announced the closure, we spoke to key members of the local community to help us understand the impact that closing the branch could have.

### The individuals and groups that we notified were:

Rt Hon Kwasi Kwarteng MP

Spelthorne Borough Council

Councillor Malcolm Beecher

Ability Housing Association

Stanwell Foodbank

Norfolk House Care Home

Heathrow Travel Care

The feedback we received from customers, community members and organisations was welcomed. We received 235 enquiries\* and 11 complaint(s)\*\*.

### **This is what you told us:**

Customers were concerned about changes to their account details and the location of the nearest branch. We provided information on what the change will mean for customers and advised of the alternative ways to bank including the local Post Office.

Customers were concerned about their ability to conduct their day-to-day banking, and what transactions can be undertaken at the local Post Office. We were able to alleviate concerns by advising of alternative ways our customers can continue to bank, including the services available at the Post Office. We also provided information on our branch events, designed to help educate customers on how to continue to bank with us after the branch closes.

Customers were disappointed at the closure of the branch. We were able to alleviate concerns by providing further clarity around how we came to make this difficult decision, as well as providing additional support and information on the alternative ways you can continue to bank with us.

\* An enquiry is any question that can be answered at first point of contact.

\*\* Any oral or written expression of dissatisfaction, whether justified or not, about the provision of, or failure to provide, a financial service or a redress determination, which alleges that the customer has suffered (or may suffer) financial loss, material distress or material inconvenience.



## **We're still here to help**

Even though the branch is closing, we are still here to help you. There are other ways you can do your everyday banking detailed on page 10. However, if you'd like to ask us anything or you need extra support, please get in touch with our dedicated Customer Support Specialists on **0131 380 6528**, (Relay UK **18001 0131 380 6528** or International **+44 131 380 6528**).

**Remember there will be no change to customer account numbers, sort codes, standing orders, direct debits, cards, PINs or cheque books.**

# Branches nearest to Staines

Pop into any NatWest branch. All have level or ramp access unless specified on our branch locator, and you'll find a full list of all other branches, services and any changes to opening hours at [natwest.com/branchlocator](https://www.natwest.com/branchlocator). Standard opening hours listed are subject to change.

## 2. NatWest Walton-on-Thames

<b>73 High Street</b> <b>Walton-on-Thames</b> <b>Surrey</b> <b>KT12 1DW</b> <b>6.95 miles</b>	Monday 09.30-15.30 Tuesday 09.30-15.30 Wednesday 10.00-15.30 Thursday 09.30-15.30 Friday 09.30-15.30 Saturday Closed Sunday Closed
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### Branch facilities:

- ✓ Wheelchair Access
- ✓ Induction Loop
- ✗ Saturday Opening
- ✓ External ATM Service
- ✓ Internal ATM Service
- ✓ Cash & Cheque Deposit Machine
- ✓ Bulk Coin In Machine
- ✓ Automated Deposit Machine

## 1. NatWest Ashford Middlesex

<b>5 Woodthorpe Road</b> <b>Ashford</b> <b>Middlesex</b> <b>TW15 2RN</b> <b>2.77 miles</b>	Monday 09.30-15.30 Tuesday 09.30-15.30 Wednesday 10.00-15.30 Thursday 09.30-15.30 Friday 09.30-15.30 Saturday Closed Sunday Closed
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### Branch facilities:

- ✓ Wheelchair Access
- ✓ Induction Loop
- ✗ Saturday Opening
- ✓ External ATM Service
- ✓ Internal ATM Service
- ✓ Cash & Cheque Deposit Machine
- ✓ Bulk Coin In Machine
- ✗ Automated Deposit Machine

## 3. NatWest Hounslow

<b>275-277 High Street</b> <b>Hounslow</b> <b>Middlesex</b> <b>TW3 1ZA</b> <b>7.57 miles</b>	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 09.30-13.00 Sunday Closed
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### Branch facilities:

- ✓ Wheelchair Access
- ✓ Induction Loop
- ✓ Saturday Opening
- ✓ External ATM Service
- ✓ Internal ATM Service
- ✓ Cash & Cheque Deposit Machine
- ✓ Bulk Coin In Machine
- ✓ Automated Deposit Machine

# Business customers

Whilst you can use any of our NatWest branches, you can manage your accounts and payments 24/7 with Bankline or Online Banking. Alongside our digital offerings, we have various cash solutions to meet your needs.

To find out more speak to your normal bank point of contact or visit [business/natwest.com/ways-to-bank.html](https://business.natwest.com/ways-to-bank.html). Fees apply to some business services.





## Banking at the Post Office®

Did you know that you can use your debit card to check your balance, withdraw and pay in cash at the Post Office? You can make cheque and cash deposits with a barcoded credit slip and you can withdraw up to your daily card limit (or £500 max). You can also deposit cash but note that limits apply. Business customers can do all this and can register to use our change giving service. This lets you swap notes for coins, or higher notes for £5 notes. Your point of contact at the bank will be able to fill you in.

To find your nearest branch go to [postoffice.co.uk/branch-finder](https://postoffice.co.uk/branch-finder)

### Staines

0.04 miles

Mon-Sat 09.00-17.30

### Penton Avenue

1.04 miles

Mon-Sat 07.30-18.00 (Sat Close  
17.30), Sun 08.00-12.00

### The Hythe

1.05 miles

Mon-Sat 06.00-18.00, Sun  
07.00-12.00

You can find out more about how to do day to day Banking at the Post Office by scanning this QR code



## Nearest free to use cash machines

Lloyds, 73-75 High Street

Tesco, Elmsleigh Road

Nationwide Building Society, 30 High Street

There might be a nearer cash machine which charges a fee. To see the full listing go to [link.co.uk](https://link.co.uk)



PayPoint

## PayPoint Services

PayPoint offers in-store payment services for customers - including bill payments and cash functions. To find your nearest branch go to [consumer.paypoint.com](https://consumer.paypoint.com)

## Banking Hubs

We've worked with Cash Access UK and other UK Banks to open Banking Hubs. You can use Banking Hubs for basic services on Monday to Friday. To find out more, please go to [postoffice.co.uk/bankinghubs](https://postoffice.co.uk/bankinghubs)

Please see Glossary on page 13 for further information on Banking Hubs.

# Other ways to do your everyday banking



## NatWest Mobile Banking App

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With our handy mobile app, you can do lots of banking things without having to go into a branch.

- check balances and transfer money between accounts
- withdraw money using Get Cash
- pay bills, your contacts and someone new up to £250... and much more.

And you can do all this 24hrs a day wherever you might be.

Find out more at [natwest.com/everydaybanking](https://natwest.com/everydaybanking)

App available to customers aged 11+ with compatible iOS and Android devices and a UK or international mobile number in specific countries. Get Cash: Withdraw up to £130 every 24 hours at any NatWest or Royal Bank of Scotland cash machine, as long as it's within your daily withdrawal limit. You must have at least £10 available in your account. To pay bills, someone new or your contacts, limits apply and you need to be 16 or over.



## NatWest Video Banking

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Chat to us face-to-face from the comfort of your home. You'll need internet connection and a device with a camera or webcam. The experts are on hand and we can give you a free Financial Health Check – and we now have a specialist mortgage service too.

Find out more at [natwest.com/videobanking](https://natwest.com/videobanking)

Video Banking may be recorded. Video Banking is available on demand 24/7 and by appointments 8am – 8pm Monday to Saturday and 9am – 5pm on Sundays. Premier customers speak to your Premier Banking Team to arrange an appointment.



## NatWest Personal and Business Online Banking

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All the features of Mobile Banking with the ability to do more, such as:

- view up to seven years of statements
- set up email or text alerts.

Register for Personal or Business Online Banking at [natwest.com](https://natwest.com)



## NatWest Personal and Business Telephone Banking

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For personal telephone banking queries, call **03457 888 444**  
(Relay UK **18001 03457 888 444**).

Premier customers call **0333 202 3330** (Relay UK **18001 0333 202 3330**).

Business telephone banking queries call **03457 11 44 77** (Relay UK **18001 03457 11 44 77**).

Business customers can also speak to their bank point of contact.



Personal banking



Alternatively, for more details of all the ways to do your personal or business banking with NatWest, please scan the appropriate QR code.



Business banking

Transaction type	NatWest branch	Post Office	NatWest ATM	Cash & Cheque Deposit Machine	Other bank brand ATM	Online or Mobile App	Telephone Banking	Video Banking
Take out cash	●	●	●	●	●			
Pay in cash or cheques	●	●		●		● * Cheques via Mobile App only		
Change Giving	●	▲						
Balance enquiries	●	●	●	●	●	●	●	
Statement/ recent transactions	●		●	●		●	●	
Make payments/ transfer funds/ pay bills	●			●		●	●	
General Banking enquiries	●					●	●	
Financial Health Check	●						■	■
Additional support via our Customer Support Specialists							■	■

■ Personal Customers only

▲ Business Customers only

● All Customers

## Customers who may need additional support with their banking

When customers need extra support, we will continue to provide this:

- our Customer Support Specialists will be making proactive telephone calls to customers over the coming weeks, providing bespoke support and advice with personalised solutions to ensure you can continue to bank in a way that suits you
- running a face-to-face event in branch for those who may prefer to speak to someone familiar
- ongoing support with using our digital services
- help in identifying the nearest Post Office and advice on what services can be accessed
- if you need further support or your circumstances have changed, please tell us by using our free service Banking My Way. Visit [natwest.com/accessibility/banking-my-way.html](https://natwest.com/accessibility/banking-my-way.html)

## How we will support you in the lead up to the branch closure

We will be running a Supporting you through our Branch Closure event that will provide:

- education on finding the right local banking services that will support you to bank with us once your branch closes
- an opportunity to talk to our experts to assist your understanding around the latest frauds and scams
- help and support with all the ways you can continue to bank with us.

# Glossary of terms

- **Counter transaction** – a service carried out by a customer in branch with a representative of the bank, such as depositing cash and cheques or making cash withdrawals.
- **Everyday banking** – customers making use of in-branch services such as cash deposits, cash withdrawals and cheque deposits.
- **Online transaction** – a transfer, payment or amendment to a payment via the mobile app or Online Banking.
- **Digitally active** – customers who use our mobile app or Online Banking.
- **Local Directors** – responsible for overseeing and managing a number of branches across a set geographical area.
- **Get Cash** – a function on our mobile app that lets customers withdraw money quickly without using a bank card.
- **Bankline** – allows customers to manage multiple business accounts, see all transactions in real time and make secure domestic and international payments.
- **Distance** – mileage is calculated on the shortest drive distance from closing branch postcode to closest branch postcode and nearest Post Office postcodes.
- **Personal customer use** – personal customer data is from July to December 2023 and is the number of personal customers who used the branch in at least 22 of 26 weeks.
- **Business customer use** – business customer data is from January to December 2023 and is the number of customers who visited the branch on 12 or more occasions.
- **Barcoded paying-in slip** – credit slip with barcode that is in a machine-readable form.
- **LINK** – The UK's largest cash machine network, connecting virtually all of the UK's ATMs and providing communities with access to cash through services such as cashback at retailers' tills and Banking Hubs.
- **Banking Hubs** – Banking Hubs are dedicated places operated by the Post Office where communities can access everyday personal and business banking services, such as withdrawing and depositing cash easily, or paying in cheques, over the counter. And our NatWest Personal Banker is on-hand once a week to support you with more specific queries.
- **Banking My Way** – Banking My Way is a free service that allows you to record information about the support or adjustments you need to make banking easier. You can do this on the Mobile App, via Online Banking, by giving us a call or visiting a branch.

## Braille, large print or audio format?

If you'd like this information in another format, call us on **03457 888 444**  
(Relay UK **18001 03457 888 444**).

Calls may be recorded. Online Banking available to customers aged 11+ with a NatWest account. Business Online Banking and Bankline is available to customers who have a NatWest business account. Fees may apply.

**Facts correct as at 12 January 2024.**





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