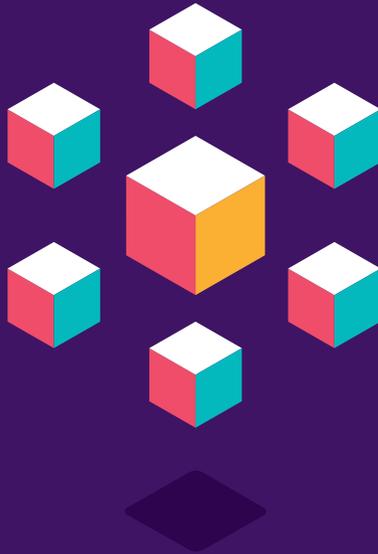


# West Byfleet branch closure 20th February 2018



Help and support for  
personal and business customers

Facts correct as at 6th December 2017



NatWest

## West Byfleet branch

We wrote to personal and business customers who regularly use West Byfleet branch to give them at least 12 weeks notice of the closure. We also contacted these organisations and people in the wider community to discuss the decision:

- Citizens Advice
- Age UK
- Local Library
- Local Welfare Group
- Local Post Office

**This is the amount of feedback we've had since the notice of closure**



Enquires



Complaints

### The main themes were:

- Most people have said that the reason they're unhappy about the decision to close the branch is that they will have to travel further to do their banking.
- Most people have said that the reason they're unhappy about the decision to close the branch is that it is an extremely busy branch.

### Here's what we've said and done:

- Our local team have contacted customers to discuss their individual circumstances and banking requirements, and have offered help and support with the most suitable ways to bank in the local area.

NatWest West Byfleet branch will close as planned on 20th February 2018. Our branch staff are available to answer any further questions that you may have or you can contact your Local CEO: Sue Woods, 07789 033 998; sue.woods@natwest.com

# How we decide to close a branch

Closing a branch is a decision we take very seriously. A broad range of local factors are considered and contribute to our decision-making process:

- We consider a range of local factors over a long period (June 2012-2017)
- How customers are choosing to bank with us
- How often customers are using the branch and what transactions they are doing
- Impact on customers who currently use the branch
- Other options available to customers including online, mobile, Telephony, Webchat, cash machines, Video Banking and everyday banking services that can be done at local Post Offices
- The proximity of our other branches, including our network of mobile branches
- Local transport routes and timetables

# We'll help you with other ways to bank

This leaflet outlines your options when this branch closes. If you have any questions, please let us know and we'll do all we can to help.

# Nearest places to bank

Branch	Address	Opening hours *Wednesday 10am	
Woking High Street 3.2 miles	1 High Street, Woking, Surrey, GU21 6BG	Mon to Fri* Sat	9am to 6pm 9am to 4pm
Weybridge 4.2 miles	1 High Street, Weybridge, Surrey, KT13 8UA	Mon to Fri* Sat	9am to 5pm 9am to 2pm
Chertsey 4.6 miles	116 Guildford Street, Chertsey, Surrey, KT16 9AH	Mon to Fri	10am to 4pm

# Business customers

We have a range of business services available. We are investing in automation in our branch network, to improve the pay in facilities to help our customers with their banking. Your relationship contact will provide you with details of the invested branch(es), convenient to your location. Business customers can use our mobile app, Bankline or online banking to manage their accounts and payments, 24/7. There are also courier solutions available to our customers including Bank to You, for business customers wanting to save time visiting an alternative branch, Mobile Branch or Post Office. Speak to your regular point of contact to find out more.

## Mobile branch

Visit [natwest.com/mobilebranch](https://natwest.com/mobilebranch) for our Mobile Bank timetables.

## Local Post Offices

As a NatWest customer you can get a balance, make withdraws using your debit card and PIN and pay in cash and cheques with a pre-printed paying-in slip at any Post Office.

Business customers can also use Post Offices to make cheque deposits and cash deposits of up to £2,000 with a pre-printed paying-in slip, debit card withdrawals of up to £500. They can register with their Relationship Manager for a change giving service, nominating a Post Office of their choice, for this service. Standard charges will apply for business customers as if they were using a NatWest branch.

Branch	Distance	Opening hours*	
West Byfleet	0.0 miles	Mon to Fri Sat Sun	8am to 7.30pm 9am to 5.30pm 11am to 4pm
Woodham	0.9 miles	Mon to Sat Sun	6am to 6pm 7am to 1pm
Sheerwater	1.4 miles	Mon to Sat Sun	6am to 6pm 7am to 1pm

\* Please check with your local post office to confirm banking open times

## Closest free-to-use cash machines

Cash machine	Distance
Bank of Ireland, 14 Station Approach, West Byfleet	0.0 miles
Lloyds TSB, 23 Old Woking Road, West Byfleet	0.1 miles
Barclays, 25 Old Woking Road, West Byfleet	0.1 miles

## Help with banking queries

Our Community Bankers are able to provide you with face-to-face support, whether you want help with everyday banking or need a hand achieving your financial goals.

## Help with banking online or on your mobile

Our NatWest TechXperts are on hand to help you with Online Banking in the lead up to the branch closure. So, if you need a hand getting online or want to know how to use our Mobile Banking app, just ask.



# The way we bank is changing

More and more people are choosing to do their banking online, with our Mobile Banking app, or over the phone. It's more convenient to do it at a time and place that suits you, rather than come into branch. This means some branches are being used a lot less than they used to be.

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- Branch usage is down 40% since 2014\*
  - 1.1 billion mobile and online transactions in first half of 2017 – an increase of 41% since the second half of 2014\*
  - Number of customers using our mobile app up by 43% since 2014\*
  - Mobile transactions up by 73% since 2014 – with 3,531 log-ins per minute to our app in Q3 2017\*

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\*Data inclusion: Royal Bank of Scotland, NatWest and Ulster Bank Northern Ireland.

# Other ways to do your everyday banking



## Mobile Banking App

- Check balances, transfer money between accounts
- Get Cash out using just your mobile phone
- Pay bills, and other people up to £250

You can pay someone up to £250 provided you have the available funds in your account (including overdraft). There is a maximum of 5 payments totalling £250 per day, separate from Get Cash and daily withdrawals limits. The payee details will not be saved. You will need to be aged 16 and over with a UK mobile number. App available to customers with Online Banking and a UK mobile number.



## Online Banking (personal and business customers)

All the features of Mobile Banking, plus you can:

- Download free security software for your PC or Mac
- See statements going back 7 years
- Set up email or text alerts
- Business customers can also use Bankline to manage multiple accounts

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



## Telephone Banking (personal and business customers)

Everything you can do in Mobile and Online Banking, but over the phone.

**Call 03457 88 84 44**

(Minicom 0800 404 6161) Personal banking

**Call 03457 11 44 77**

(Minicom 0800 404 6161) Business banking

Online Banking available to customers aged 11 or over with a NatWest account. Business Online Banking is available to those aged 18 or over and have a NatWest account. There is no monthly charge for using Online Banking, however there are charges for certain transactions (such as international transfers). Calls may be recorded for Telephone Banking.