

# Chard branch closure 6th June 2018



Help and support for  
personal and business customers

**Facts correct as at 03-11-2017**



**NatWest**



# 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 \*

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

## 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	
Ilminster 5.1 miles	10 East Street, Ilminster, Somerset, TA19 0AA	Mon to Fri*	9am to 4.30pm
Honiton 13.4 miles	94 High Street, Honiton, Devon, EX14 1JL	Mon to Fri*	9am to 4.30pm
Taunton 15.4 miles	49 North Street, Taunton, Somerset, TA1 1NB	Mon to Fri* Sat	9am to 4.30pm 9am to 2pm

## 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 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 withdrawals 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 deposits of up to £2,000 with a pre-printed paying-in slip, debit card withdrawals of up to £500 and can register for their change giving service. Standard charges will apply for business customers as if they were using a NatWest branch.

Branch	Distance	Opening hours*	
Chard	0.0 miles	Mon to Sat Sun	8am to 6pm 8.30am to 1pm
South Chard	2.9 miles	Mon to Sat Sun	6am to 10pm 7am to 10pm
Combe St. Nicholas	3.5 miles	Mon to Sat Sun	7.30am to 7pm 8am to 1pm

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

## Closest free-to-use cash machines

Cash machine	Distance
HSBC Chard 11 High Street	0.0 miles
Lloyds TSB Chard 27 Fore Street	0.0 miles
Barclays Chard 35 Fore Street	0.0 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.

# How you can continue to bank locally



Personal and Business



NatWest branches, Mobile Banks & Courier



Cash machines



Post Office<sup>®</sup>

Our branch staff are available to answer any questions you may have or you can contact your Local CEO: **Matthew Brown**, 07552 260 365; [fm-040073@rbos.co.uk](mailto:fm-040073@rbos.co.uk)

# 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.