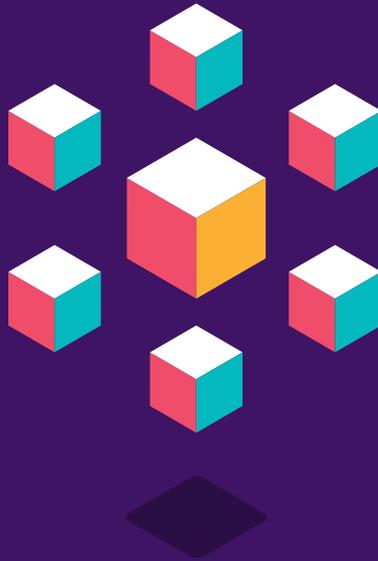


# NatWest Milton Keynes Intu Shopping Centre branch closure 15th April 2020



Help and support for  
personal and business customers

Facts correct as at  
4th March 2020



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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- Over 1.1m customers downloaded our app last year
  - The number of customers using the app has increased by 27% since Jan 2018 – that is around 7million users
  - In 2019, we have seen over 2 billion logins to the app. 55% of these were Touch/Face ID
  - We've seen mobile app usage increase by 29% in 2019.
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## 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:

- The proximity of our other branches, which includes the Royal Bank of Scotland Milton Keynes branch which will relocate into the Intu Shopping Centre premises, a short while after the NatWest closure
- We consider a range of local factors over a long period (June 2012-2019)
- 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
- Local transport routes and timetables
- Broadband provision and the strength of local mobile signal.

## 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 NatWest branches to bank

Branch	Address	Opening hours *Wednesday 10am	
NatWest Milton Keynes 0.2 miles	201 Silbury Boulevard, Saxon Gate East, Milton Keynes, MK9 3ER	Mon to Fri* Sat	9am to 5pm (Wed 10am) 9am to 3pm
NatWest Bletchley Queensway 3.4 miles	215 Queensway, Bletchley, Milton Keynes, MK2 2YY	Mon to Fri* Sat	9am to 4.30pm (Wed 10am) 9am to 12.30pm
NatWest Stony Stratford 4.2 miles	80 High Street, Stony Stratford, Milton Keynes, MK11 1AJ	Mon to Fri	9am to 4.30pm (Wed 10am)

## Business customers

We have a range of business services available. We've also invested in additional Business Quick Deposit and Coin Pay in facilities in our Silbury Boulevard branch to help our customers with their banking, as well as a nightsafe facility for out of hours banking. Once the RBS Milton Keynes branch has been relocated, Business customers will also be able to use their counter services and automation. Business customers can use Online Banking and Bankline to manage their accounts and payments online, 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 or Mobile branch. Speak to your regular point of contact to find out more.

## Mobile branch

Customers can find out more about our mobile branch service by visiting [natwest.com/mobilebranch](https://natwest.com/mobilebranch) or by speaking to a member of staff at your local branch.

## Local Post Offices<sup>®</sup>

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<sup>®</sup>.

Business customers can also use Post Offices<sup>®</sup> 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<sup>®</sup> 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*	
Milton Keynes	0.74 miles	Mon to Fri Sat	9am to 6pm 9am to 5.30pm
Harrier Court	1.15 miles	Mon to Sat Sun	7am to 10pm 8am to 9pm
Heelands	1.58 miles	Mon, Tues, Thurs & Fri Wed Sat	9am to 5.30pm 7.30am to 4pm 9am to 1pm 9am to 12.30pm

\*Please check with your local Post Office<sup>®</sup> to confirm banking open times.

# Closest free-to-use cash machines

## Cash machine

There are a number of free-to-use cash machines within two miles including:

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HSBC, 19 Midsummer Place 0 miles

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Barclays Bank, 9 Midsummer Place 0.02 miles

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Santander UK, 29 Midsummer Place 0.03 miles

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## 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, or alternatively contact your regular point of contact.

## Video Banking

Customers can also use our Video Banking service allowing you to meet a personal banking advisor without having to visit the branch. To find out more and book an appointment visit <https://personal.natwest.com/personal/ways-to-bank/video-banking.html>

## Help with banking online or on your mobile

Our NatWest Colleagues in branch 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.

## Glossary of terms:

- Counter transaction – a service activity carried out by a customer in branch with a representative of the bank e.g. cash deposit, cash withdrawal, cheque deposit.
- Community Banker – professionally qualified bankers who meet our customers where it's most convenient for them, supporting their understanding of how to manage their finances and explaining the many ways to bank while offering help and advice on online security and how to keep their money safe.
- Day-to-day banking – customers making use of in-branch services such as cash deposits, cash withdrawals, cheque deposits.
- Mobile/online transaction – a transfer, payment or amendment to a payment via the mobile app or online banking.
- LD – a Local Director is responsible for overseeing and managing a number of branches across a set geographical area.
- Active customers regularly using a branch – customers who use branch services at least once a week over a six-month period.
- Get Cash – a function on our mobile banking app that lets customers withdraw money quickly without using their bank card.
- Bankline – allows customers to manage multiple business accounts, see all transactions in real time and make secure domestic and international payments.
- Bank to You – a cash collection and delivery service available to non-personal customers.

## Customer and Community Engagement following closure announcement

We wrote to customers of NatWest Milton Keynes to inform them of the planned decision to close the branch on 22nd January 2020. We contacted the following organisations and people in the community to discuss the decision:

- Age UK
- Citizens Advice Bureau
- Carers MK
- MK Christian Centre
- Shenley Wood Assisted Living Centre
- Sheltered Housing at the Council.

**We have had the following feedback since we announced the closure of the NatWest Milton Keynes Intu Shopping Centre branch:**

45

Enquiries\*

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Complaints\*

### The main themes were:

- Customers have said that they understand the reason why the branch is closing into the main NatWest Milton Keynes branch, as it is only a short distance away.

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

- Local Branch, Premier, Business and Commercial teams have contacted customers who use the branch to discuss their individual circumstances and ongoing banking requirements, and have offered help and support with the most suitable ways to bank in the local area.

NatWest Milton Keynes Intu Shopping Centre branch will close as planned on 15th April 2020. Our branch staff are available to answer any further questions that you may have. For any further questions or concerns following the closure please contact your Local Director:

**Wesley Dallow, 07770 830625;**  
**wesley.dallow@natwest.com**

## Access to Banking Standards

NatWest is fully committed to the industry-wide Access to Banking Standards introduced by UK Finance in May 2017. This document provides key information about the actions banks must undertake when a decision to close a branch is made.

For further information on the Access to Banking Standards please visit –

**<https://www.ukfinance.org.uk/high-street-banks-announce-new-access-banking-standard>**

\*Any expression of dissatisfaction about any aspect of our relationship with our customers where the complainant is alleging to have suffered or may suffer financial loss, material inconvenience or material loss.

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

# 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 £750

You can pay someone up to £750 provided you have the available funds in your account (including overdraft). There is a maximum of 5 payments totalling £750 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:

- See statements going back seven 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)

**Call 03457 88 84 44**

(Minicom 0800 404 6161) Personal banking

**Call 03457 11 44 77**

(Minicom 0800 404 6161) Business banking



## Braille, large print or audio format?

If you'd like this information in another format, call us on **03457 24 24 24** (Minicom 0800 404 6160)

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.