

# **Santander Agency Closure Impact Assessment Shopping Complex, Naafi Max, Sennelager, Germany**

**This Santander agency will be  
closing on 18 May 2018.**

**We'd like to explain why, and help you understand  
how you can continue banking with us.**

## **Background**

After careful consideration, PMGI Limited, trading as Forces Mutual has taken the decision to end its agency partnership with Santander UK. As a result of this decision, PMGI Limited will stop providing Santander banking services in its remaining agency in Sennelager on 18 May 2018.



## Agency branch assessment

Once we were informed of PMGI Limited's decision, a full internal review of the agency branch was undertaken, including:

- The facilities in the agency branch in Sennelager
- The way our agency branch customers are choosing to bank with us
- The availability of alternative ways a customer can bank with Santander
- The availability of other ways to bank in the local area

## Customer behaviour

 **94%** of customers transacting at Sennelager agency branch already use a variety of ways to complete their banking

 **74%** of Sennelager agency branch customers also used an additional Santander branch

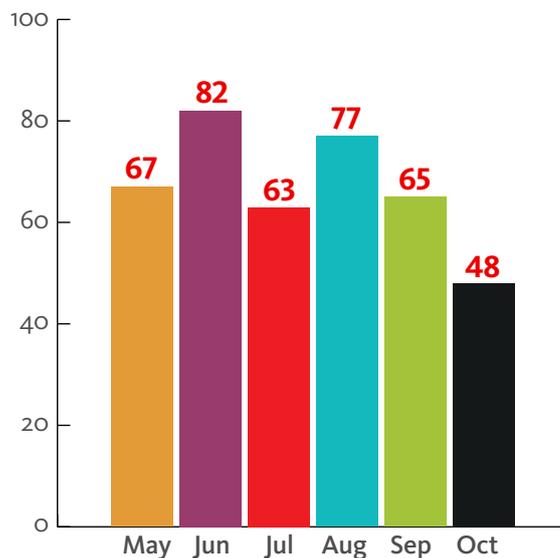
 **73%** of customers have transacted using our Online, Mobile or Telephone Banking services

Based on customers transacting at the agency branch between May and October 2017.

# Sennelager agency customers

We reviewed the range of transactions carried out by agency branch customers between May and October 2017

## Transactions in Sennelager



# Ways to bank with Santander

If you need any further information about different ways of banking with Santander, please call our contact centre team on 0800 9 123 123 or +44 1908 237 963 if you're outside the UK. or speak to a member of PMGI Limited's agency staff.



## Online Banking

To sign up for Online Banking, visit [santander.co.uk/onlinebanking](https://santander.co.uk/onlinebanking)



## Mobile Banking

Download our app directly from the app store or alternatively, we can send you a link directly to the app - just visit [santander.co.uk/mobilebanking](https://santander.co.uk/mobilebanking)



## Telephone Banking

Call **0800 9 123 123** or **+44 1908 237 963** if you're outside the UK.

Monday to Saturday 7am to 9pm

Sunday 8am to 9pm

Outside of these hours you can bank through our automated service 24/7



## Banking at your Post Office

All current account customers can use the Post Office to:

- Withdraw money
- Check balances
- Pay in cash deposits



Mobile to Mobile Payments.  
Register at [santander.co.uk](https://santander.co.uk)



Contactless payments  
(Up to £30)

# Supporting you

We're contacting customers to ensure we understand any additional support required so our customers can continue banking with Santander.

- We're writing to all customers who have used the agency branch for their transactions in the last six months.
- To raise awareness, posters are displayed in the agency branch. Leaflets are available to help explain the closure decision and to outline the range of alternative ways to bank with us.
- Copies of this leaflet can be obtained from the agency branch or our website [Santander.co.uk/uk/about-santander-uk/media-centre/press-releases](https://www.santander.co.uk/uk/about-santander-uk/media-centre/press-releases)
- Braille and large print copies are available on request at the agency branch or on **0800 9 123 123** or **+44 1908 237 963** if you're outside the UK.
- This Impact Assessment will be updated online two weeks ahead of the planned closure to include a summary of feedback received and our responses.

## Community Feedback

Following our announcement, no responses were received from our customers or community groups we wrote to.

## Next Steps

Sennelager agency branch will close on 18 May 2018. This decision was not taken lightly and since the announcement was made, we have notified our customers and the wider community. We understand the impact the closure will have and continue to support our customers at this time.

Customers can continue to gain support for any queries relating to the branch closure from our dedicated UK based helpline, **0800 085 0879 (inside the UK) or +44 1908 237 963 (outside the UK)**. We're available Monday to Friday 8am-9pm and Saturday 8am-4pm UK time or alternatively you can email us at [CommunityEngagement@santander.co.uk](mailto:CommunityEngagement@santander.co.uk)

## Alternative local banking services



### Post Office

Sennelager Naafi MAX Post Office, Otto Hahn Strasse 20 33104 Paderborn Germany



### Cash machines

(Nearest free to use cash machines)

### Notemachine

NAAFI Max, Sennelager, Otto Hahn Strasse 20 33104 Paderborn Germany