Branch Closure Impact Assessment

Santander, 53 Sydenham Road
SE26 5EY

This branch will be closing on 28 June 2018. We’d like to explain why, and help you understand how you can continue banking with us.

Background to our approach

Santander UK is a signatory to the Access to Banking Standard, a voluntary agreement introduced in May 2017. The Standard aims to ensure that where banks decide to close branches, their customers are communicated with openly and treated fairly.

We continue to invest in our branch network and, over the last five years, all of our largest and busiest branches across the UK have been refurbished. Increasingly however, customers are changing the way they choose to bank. In addition to using our branches, more and more people are banking with us by phone, online, on tablets and smartphones as well as at cash machines and Post Offices. As a result, some of our branches are being used less often.

We don't take the decision to close any branch lightly and we assess each branch individually to understand the potential impact for customers, and the alternative options available to bank locally.

This leaflet outlines our approach when considering whether to keep a branch open and our specific assessment of the Sydenham branch.
Branch assessment
Before reaching the decision to close the branch at Sydenham, a full internal review of the branch was undertaken, including:
- The facilities in our Sydenham branch and the surrounding Santander branches
- The way our Sydenham 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 Sydenham branch already use a variety of ways to complete their banking
- **74%** of Sydenham branch customers also use an additional Santander branch
- **52%** of customers have transacted using our Online, Mobile or Telephone Banking services
- Customers are using the Sydenham branch less in comparison to our Catford branch.

Sydenham branch customers
We reviewed the range of Santander customers, who used the counter and/or cash machines in the branch between January and June 2017

![Pie chart showing age distribution of Sydenham branch customers]

**Personal customers**
- 57.3% 35–64 years old
- 23.2% 18–34 years old
- 11.3% 65–79 years old
- 3.3% Over 80 years old

**Business customers**
- 4.7% Under 18 years old
- 4.5% of transactions were made by business customers using the cash machine
- Santander business customers can use any Santander cash machine or the Post Office to withdraw cash or make deposits. Accounts can be managed via Mobile or Online Banking or by speaking directly to one of our UK based team on **0800 731 6666**

Data accurate as at June 2017
Accurate at date of publication. Distances measured using Google Maps.
Supporting you

Following our announcement to close Santander’s branch in Sydenham we have been contacting customers and members of the local community to communicate our decision, understand any concerns and to make sure we provide any additional support required locally.

- We wrote to c. 10, 650 customers to notify them of the closure, including details of alternative ways to bank with Santander and where to find our impact assessment.
- We also notified community representatives in Sydenham, including the local Member of Parliament.
- The Sydenham branch team has spoken to customers about the alternative ways to access their accounts, offering appointments to discuss options and support with the setting-up of telephone, online and mobile banking.
- Posters and leaflets have been available in branch and online, advising customers of the planned closure date and the range of alternative ways to bank with Santander.

Community Feedback

Following our announcement, three responses were received from the customers or community groups we wrote to. The main themes were:

- Overall disappointment of the decision to close the branch
- Concern about the additional travel needed to visit other branches
- Concern over the elderly and those with disability
- Customers who do not wish to bank digitally

We have undertaken the following activities in response to the key areas of concern:

- We are committed to offering our customers a variety of ways to bank locally with Santander, including telephone, online or mobile banking and the Post Office. Using other Santander branches is just one possible option for customers.
- The Sydenham branch team has been completely focused on helping customers who are affected by the closure and has provided additional support to ensure customers understand the alternatives available. The team has also proactively contacted our elderly and registered disabled customers to offer additional help or support.
- For customers who are unable or do not wish to access online services, all Santander business and current account holders can also use the Post Office for cash and cheque deposits. We also have Telephony Advisors who are available to support customers with account management. The teams are available to assist 7am to 9pm Monday to Saturday and 8am to 9pm on Sundays. You can reach them by calling 0800 9 123 123.

Next Steps

Sydenham branch will close on 28 June 2018. This decision was not taken lightly and since the announcement was made we have notified our customers and the wider community and considered their feedback. 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. We’re available Monday to Friday 8am-9pm and Saturday 8am-4pm or alternatively you can email us at CommunityEngagement@santander.co.uk.

Alternative local banking services

<table>
<thead>
<tr>
<th>Banks/Building Societies</th>
<th>Cash machines</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>NatWest</strong></td>
<td><strong>NatWest</strong></td>
</tr>
<tr>
<td>61 Sydenham Road,</td>
<td>61 Sydenham Road,</td>
</tr>
<tr>
<td>London SE26 5HA</td>
<td>London SE26 5HA</td>
</tr>
<tr>
<td><strong>Post Office</strong></td>
<td><strong>Tesco</strong></td>
</tr>
<tr>
<td>44 Sydenham Road,</td>
<td>42 Sydenham Road,</td>
</tr>
<tr>
<td>London SE26 5QX</td>
<td>London SE26 5QF</td>
</tr>
</tbody>
</table>

Accurate as at date of publication