

Understanding why your branch is closing

Santander, 15 High Street, Uckfield,
East Sussex, TN22 1AG

This branch will be closing at 3pm on Wednesday 18 March 2026.

We've informed LINK, an independent industry body, about our plans to close this branch. LINK carries out access to cash assessments, and they've recommended a Banking Hub for your local area.

For more information, please visit www.link.co.uk/our-assessments

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

Background to our approach

We last did a major review of our branches in 2021. Since then, our customers are choosing to use Mobile, Online and Telephone Banking more, and branches less.

We've now done a more recent review of our branches, looking at where they're located, how they're used and the other local banking options available.

Within our review, we looked at how the branch is being used and how customers are banking in other ways.

92% of our branch customers already use a variety of ways to do their banking.

74% of our branch customers use our Online, Mobile or Telephone Banking services.

31% of our branch customers also use another Santander branch.

We're aware of the impact of this decision, and will be here for you in person until this branch closes. We can offer support and answer any questions, so that you can make an informed decision on alternative ways to bank.











We hope this leaflet helps to provide more information about the ways you can continue to bank with us and other available local banking and cash services.

Branch assessment

Before reaching the decision to close our Uckfield branch, we looked at:

- the way our Uckfield branch customers are choosing to bank with us
- the availability of other ways to bank in the local area, such as the Post Office, ATMs and Banking Hubs
- the proximity of other Santander branches in the surrounding area
- the impact it would have on our staff.

How customers use the branch

Ways to bank	% or number of customers	Usage
 Branch  Online  Mobile	92%	of customers using our Uckfield branch already use a variety of ways to do their banking.
 Online  Mobile  Telephone	74%	of our Uckfield branch customers have used our Online, Mobile or Telephone Banking services.
 Branch	31%	of our Uckfield branch customers also use another Santander branch.
 Branch	66	of our personal customers have transacted 3 times or more and only use our Uckfield branch.
 Branch	0	business customers have transacted 3 times or more and only use our Uckfield branch.
 Branch	66	of our Uckfield branch customers have made a general enquiry 3 times or more and only use our Uckfield branch.

The information above includes all customer transactions from July 2024 to December 2024. Online, Mobile and Telephone Banking usage includes customers who have made a payment.

96.5% of residents living in the local authority area have access to superfast broadband coverage.

Broadband speeds quoted reflect local authority data licensed under the Open Government Licence v3.0.

For more information, visit ofcom.org.uk

Ways to bank with us

There are many different ways to continue banking with us, and our branch team can help you consider what's right for you.

Transaction type	Santander full-service branch	Santander counter free branch	Santander ATM	Post Office	Non-Santander ATMs	Online or Mobile Banking	Telephone Banking	Banking Hub	Community Bankers
Personal									
Take out notes	✓	Free to use ATM	✓	✓	✓	✗	✗	✓	✗
Pay in notes or cheques	✓	Free to use ATM	✓	✓	✗	✓	✗	✓	✗
Coin based transactions	✓	✗	✗	✓	✗	✗	✗	✓	✗
Balance enquires	✓	✓	✓	✓	✓	✓	✓	✓	✓
Account closure	✓	✓	✗	✗	✗	✓	✓	✓	✓
Statements or recent transactions	✓	✓	✓	✗	✗	✓	✓	✗	✗
Make payments, transfer money or pay credit card bills	✓	✓	✓	✗	✗	✓	✓	✓	✓
Set up or amend regular payments	✓	✓	✗	✗	✗	✓	✓	✓	✓
International or CHAPS payments	✓	✓	✗	✗	✗	International payments only	✓	✗	✗
Card, Online and Mobile Banking enquires	✓	✓	✗	✗	✗	✓	✓	✓	✓
Financial and specialist vulnerable customer support	✓	✓	✗	✗	✗	✓	✓	✓	✓
Open new account	✓	✓	✗	✗	✗	✓	Vulnerable customers only	✗	✗
Business									
Take out notes	✓	Free to use ATM	✓	✓	✓	✗	✗	✓	✗
Pay in notes or cheques	✓	Free to use ATM	✓	✓	✗	✓	✗	✓	✗
Coin based transactions	✓	✗	✗	✓	✗	✗	✗	✓	✗
Make payments, transfer money or pay credit card bills	✓	✓	✓	✗	✗	✓	✓	✓	✓
Financial and specialist vulnerable customer support	✓	✓	✗	✗	✗	✓	✓	✓	✓
Our Community Bankers can help you when they're at a Banking Hub or community location. Limits might vary depending on the channel and service. For more information, visit santander.co.uk/personal/support/ways-to-bank									

Glossary

General enquiry

This includes managing personal and account details, setting up payments, product and account enquiries, payment enquiries and replacement cards etc.

Summary of feedback

We'll publish online an overview of customer or community responses and complaints, including our responses and actions taken. These will be available on [santander.co.uk/uk/our-branches](https://www.santander.co.uk/uk/our-branches) 2 weeks before we close the branch.

Transaction or transacted

A payment in or out of an account at the branch counter or ATM.

Vulnerable customer

Someone who, due to their personal circumstances, is especially susceptible to harm, particularly if a firm isn't acting with appropriate levels of care.

ATM

This stands for Automated Teller Machine, also referred to as a cash machine.

Copies of this leaflet are also available in braille and large print formats by calling us on 0330 678 2469.

