

Understanding your branch closure

Santander, 347 Upper Richmond Road West, East Sheen, London, SW14 8RH

This branch will be closing on 25 July 2019. We'd like to explain why, and help you understand how you can continue banking with us.

Background to our approach

Over the last five years, we've continually invested in our branch network. All of our busiest branches across the UK have been refurbished and we've introduced improved services for our customers, including our new touch screen cash machines. Increasingly however, more of our customers are changing the way they manage their money. As well as using our branches, more and more people find it convenient to do their day to day banking using online, mobile or telephone banking. As a result, customers are visiting our branches less.

Given this change in our customer's requirements we've undertaken a comprehensive review of our branch network. This review incorporates analysis and consideration of many factors including where each of our branches are located and how they are used by our customers. Our branch network remains very important to us and our customers and we're committed to continuing to invest in and develop our branches. However we will be focusing our investment in those locations where our customers need and use our branches the most.

We can assure you that we don't take the decision to close any branch lightly and we assess each branch individually to consider the potential impact for customers and the alternative options available to bank locally.

We hope this leaflet helps to provide more information about our decision to close East Sheen branch.

Branch assessment

Before reaching the decision to close this branch, a comprehensive internal review was undertaken. Our analysis and considerations included:

- the way our East Sheen customers are choosing to bank with us
- the availability and proximity of additional Santander branches in surrounding areas
- the availability of alternative ways to bank with Santander
- access to alternative ways to bank in the local area such as the Post Office and cash machines
- the level of facilities provided in the branch
- property considerations such as expiry of a lease for the branch premises.

As a result of our assessment and following careful consideration, we have taken the difficult decision to close East Sheen branch on 25 July 2019.

How customers use the branch



90%

of customers transacting at East Sheen branch already use a variety of ways to complete their banking



54%

of East Sheen branch customers also use an additional Santander branch



61%

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

Alternative local banking services



Banks/Building Societies

Barclays
256 Upper Richmond Road West,
East Sheen, London SW14 7JF



Cash machines (Nearest free to use cash machines)

Barclays 256 Upper Richmond Road West, East Sheen, London SW14 7JF	ITR News 127 Sheen Lane, London SW14 8AE
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To find alternative free cash machines
you can use the ATM Link Locator:
www.link.co.uk/atm-locator



Post Office

234 Upper Richmond Road West,
East Sheen, London SW14 8AG

If you have a current account you can
do your everyday banking at your local
Post Office: pay in cash and cheques or
withdraw money from your account.

Visit postoffice.co.uk/everydaybanking
for more information or find your local
Post Office branch at [postoffice.co.uk/
branchfinder](http://postoffice.co.uk/branchfinder)

Ways to bank with Santander



Closest Santander branches

Richmond George Street 35-38 George Street, Richmond, Surrey TW9 1HY	1.8 miles	Yes Bus	No Train	Putney 88-90 High Street, Putney, London SW15 1RB	2.3 miles	Yes Bus	Yes Train
Opening hours Monday, Tuesday, Thursday, Friday 9am-5pm Wednesday 10am-5pm Saturday 9am-4pm				Opening hours Monday, Tuesday, Thursday, Friday 9am-5pm Wednesday 10am-5pm Saturday 9am-4pm			

You can use any Santander branch. For alternative branches and their opening hours please search our branch locator: branchlocator.santander.com

Our branch team can help you explore different ways of banking with Santander



Mobile Banking

Download our secure Mobile Banking app or visit santander.co.uk/mobilebanking



Online Banking

To sign up for Online Banking, visit santander.co.uk/onlinebanking



Cash machines

Access 24/7 services at our cash machines.



Telephone Banking

Call **0800 9 123 123**

Monday to Friday: 8am to 8pm

Saturday to Sunday: 8am to 6pm

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



Post Office

Pay in cash and cheques or withdraw money from your account.

Supporting you

We're contacting customers and members of the local community to share our decision and make sure we understand any additional support required so our customers can continue banking locally with Santander.

- We're writing to all branch customers to let them know of the closure. This includes customers who have transacted at the branch in the last year or who live in the local area.
- Copies of this leaflet, explaining the closure decision are available in branch or our website santander.co.uk/uk/our-branches
- We've notified a range of community representatives within East Sheen.
- Customer account details, including sort codes and account numbers won't be affected by the closure.
- Braille and large print copies are available on request at the branch or on **0800 085 0879**.
- This Impact Assessment will be updated online two weeks ahead of the planned closure to include a summary of feedback received and our responses.

Our Branch Manager and the local team are available to help you if you're affected by the closure of the branch. We can:

- Talk to you about the different ways to bank locally
- Provide individual or group discussions to help you try banking online or use our Telephone Banking service
- Explain how to keep your financial and personal details safe to help protect yourself from potential scams.
- Show you how to use cash machines
- Explain how to bank at the Post Office
- Arrange for you to meet the team at a neighbouring branch

You can also contact our dedicated UK based helpline on **0800 085 0879** to discuss any concerns you may have. We're available Monday to Friday 8am to 8pm and Saturday 8am to 4pm. Alternatively, you can email us at CommunityEngagement@santander.co.uk

Glossary of terms

Transaction/transacted

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

How customers use the branch

Includes all customers transactions between April and September 2018. Digital or telephone usage includes customers who have completed a payment online or using Telephone Banking.

Range of community representatives

May include local Members of Parliament, Scottish Parliament, Welsh Assembly and Northern Ireland Assembly; Councillors; local representatives of groups such as Citizens Advice, Age UK, Chamber of Commerce, or any local groups or charities closely connected to the branch.

Alternative branches

Distances reflect Google Maps. Accurate as at time of print.

Summary of feedback

Two weeks before the branch closure we'll publish online an overview of responses and any complaints received from customers or the community including our responses and actions taken.