

Understanding your branch closure

Santander, 118-122 Quarry Street,
Hamilton, Lanarkshire ML3 7AX

This branch will be closing on 17 December 2020.

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

Background to our approach

As we haven't been able to reach agreement with the landlord on the renewal of our lease this branch will be permanently closed on 17 December 2020 at 4pm.

We're extremely sorry for the limited notice we've been able to provide and for the inconvenience this may cause. We can reassure you that your account details, including your sort code and account number, won't be affected by these changes.

We hope this leaflet helps provide more information on the closure of Hamilton branch, the alternative ways to continue to bank with Santander and other local banking services available.

Branch assessment

The decision to close the Hamilton branch was taken as a result of the lease expiry. However, analysis was undertaken to assess the impact on our customers. Our analysis and considerations included:

- the way our Hamilton 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.

How customers use the branch



91%

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



40%

of Hamilton branch customers also use an additional Santander branch



73%

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



61

branch only customers who have transacted regularly at Hamilton branch

Includes all customer transactions between July and December 2019. Digital or telephone usage includes customers who have completed a payment online or using Telephone Banking.

Alternative local banking services*



Banks/Building Societies

RBS
Palace Towers, Hamilton ML3 6AD



Cash machines (Nearest free to use cash machines)

RBS Palace Towers, Hamilton ML3 6AD	Nationwide 57-59 Quarry Street, Hamilton ML3 7AH
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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

23-25 Cadzow Street, Hamilton ML3 6EE

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

* During Covid 19 operational hours may differ.

Ways to bank with Santander



Closest Santander branches

You can use any Santander branch.

Wishaw 2 Main Street, Wishaw, Lanarkshire ML2 7AF	5.6 miles	Yes Bus	No Train	Opening hours* Monday - Friday	9.30am-4.30pm
East Kilbride 25 The Plaza, East Kilbride, Lanarkshire G74 1LW	7.3 miles	Yes Bus	No Train	Opening hours* Monday - Friday Saturday	9.30am-4.30pm 9.30am-4pm

*For alternative branches and their opening hours please search our branch locator: branchlocator.santander.com. During coronavirus our branch hours may differ.

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
Available 24/7



Online Banking

To sign up for Online Banking, visit santander.co.uk/onlinebanking
Available 24/7



Chat Banking

Available 24/7 through Online and Mobile Banking



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 customers to let them know of the closure. This includes customers who have transacted at the branch three times or more in the last year.
- We'll contact those customers who regularly transact at the branch, who may need help and support to access alternative ways to bank with us.
- 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 Hamilton.
- 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**.

Our Branch Manager and the local team at East Kilbride 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 support 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. We also offer free scam awareness events online. We'll share tips to help you spot the signs of scams and fraud, and keep your money safe
- 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 or alternative banking options. We're available Monday to Friday 8am to 8pm and Saturday 8am to 4pm. Alternatively, you can email us at [**CommunityEngagement@santander.co.uk**](mailto:CommunityEngagement@santander.co.uk)

Glossary of terms

Transaction/transacted

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

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.

Branch only Customers

Customers who have transacted 6 or more times in a 6 month period from July to December 2019 at the closing branch and who do not use another branch, Post office, online, mobile or telephone banking.

Alternative branches

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

Summary of feedback

We'll publish online an overview of responses and any complaints received from customers or the community including our responses and actions taken. These findings will be available on santander.co.uk/uk/our-branches two weeks post closure.