

# Understanding your branch closure

Santander, Oxford Brookes University,  
Colonnade Building, Oxford OX3 0BP

This branch will be closing on 30 January 2020.  
We'd like to explain why, and help you understand  
how you can continue banking with us.

## Background to our approach

The branch occupies leasehold premises within Oxford Brookes University and unfortunately the landlord has served notice under the terms of the lease, and so we will need to exit the premises from Thursday 30 January 2020.

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

Santander Universities works closely with the Higher Education sector holding special relationships with 86 partner institutions and has donated more than £60 million in financial support for student scholarships, internships and awards.

## Branch assessment

We are keen to continue to support our customers and having reviewed the way our Oxford Brookes University customers currently choose to bank with us, we know that:

## How customers use the branch



99%

of customers transacting at Oxford Brookes University branch already use a variety of ways to complete their banking



45%

of Oxford Brookes University branch customers also use an additional Santander branch



87%

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

## Making sure your account is still right for you

It's important to review your account to make sure that it continues to meet your needs. If you feel that your account may not be right for you, we have other accounts available. Details of all our accounts can be found at [santander.co.uk/currentaccounts](https://santander.co.uk/currentaccounts)

You can also use the Current Account Switch Service (CASS) to switch current accounts between providers. The service offers a secure and easy way to switch your account in seven working days. This service is free to use, and you can choose your switch date. More information about the Current Account Switch Service is available on [currentaccountswitch.co.uk](https://currentaccountswitch.co.uk)



## Alternative local banking services



### Banks/Building Societies

Barclays  
105 London Road,  
Oxford OX3 9AH



### Cash machines (Nearest free to use cash machines)

Barclays	WH Smith
Oxford Brookes	Oxford Churchill Old
University, Gipsy Lane,	Road, Headington,
Oxford OX3 0BP	Oxford OX3 7LJ

To find alternative free cash machines  
you can use the ATM Link Locator:  
[www.link.co.uk/atm-locator](https://www.link.co.uk/atm-locator)



### Post Office

152 London Road, Oxford OX3 9ED

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

# Ways to bank with Santander



## Closest Santander branches

### Oxford London Road

116 London Road,  
Headington  
Oxford OX3 9AS

0.7



miles

Yes



Bus

No



Train

### Opening hours

Monday, Tuesday, Wednesday,  
Thursday, Friday  
Saturday

9.30am-5pm

9.30am-12.30pm

### Oxford Carfax

Santander House,  
Carfax,  
Oxford,  
OX1 1HB

1.6



miles

Yes



Bus

No



Train

### Opening hours

Monday, Tuesday, Wednesday,  
Thursday, Friday  
Saturday

9.30am-5pm

9.30am-4pm

You can use any Santander branch. For alternative branches and their opening hours please search our branch locator: [branchlocator.santander.com](https://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](https://santander.co.uk/mobilebanking)



### Online Banking

To sign up for Online Banking,  
visit [santander.co.uk/onlinebanking](https://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 on our website **santander.co.uk/uk/our-branches**
- We've notified a range of community representatives within Oxford.
- 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.