

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

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



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



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 for more information or find your local Post Office branch at 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

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

Following our announcement to close Santander's branch at Oxford Brookes University 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 56 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 Oxford, including the local Member of Parliament.
- The Oxford Brookes University 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.
- The local Post Office representative has been advised of the closure. All Santander customers who have a Personal or Business current account can use Post Office branches for cash withdrawals, balance enquiries, cash and cheque deposits. To make cheque deposits, paying in slips and envelopes are required. Full details are available at [santander.co.uk/uk/help-support/ways-to-bank/banking-at-your-post-office](https://www.santander.co.uk/uk/help-support/ways-to-bank/banking-at-your-post-office).
- Accessibility of neighbouring Santander branches and facilities including step free access have been assessed prior to the decision to close this branch.

Community Feedback

Following our announcement 1 response was received from the customers and community groups we wrote to. The main theme was:

- Overall disappointment at the decision to close the branch

Next Steps

Oxford Brookes University will close on 30 January 2020. This decision was not taken lightly and we understand the impact the closure will have and continue to support our customers at this time.

Customers can gain support ongoing for any queries relating to the branch closure from our dedicated UK based helpline, 0800 085 0879. We're available Monday to Friday 8am-8pm and Saturday 8am-4pm or 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.

Alternative branches

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

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.

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.