

Understanding your branch closure

Santander, 78 New George Street,
Plymouth, Devon,
PL1 1EF

This branch will be closing on 5 December 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 Plymouth New George Street 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 Plymouth New George Street 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 Plymouth New George Street branch on 5 December 2019.

How customers use the branch



94%

of customers transacting at Plymouth New George Street branch already use a variety of ways to complete their banking



55%

of Plymouth New George Street branch customers also use an additional Santander branch



59%

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

Alternative local banking services



Banks/Building Societies

Nationwide
141-143 Armada Way, Plymouth,
Devon PL1 1HX



Cash machines (Nearest free to use cash machines)

Boots
76 New George Street,
Plymouth, Devon
PL1 1RR

BT Kiosk
Outside 102 New
George Street,
Plymouth, Devon
PL1 1RZ

To find alternative free cash machines
you can use the ATM Link Locator:

www.link.co.uk/atm-locator



Post Office

73-85 New George Street,
Plymouth, Devon PL1 1RP




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 branch

Plymouth Armada Way Santander House, 157-159 Armada Way, Plymouth, Devon PL1 1JF	0.2 miles 	N/A Bus 	N/A Train 	Opening hours Monday, Tuesday, Thursday, Friday 9am-5pm Wednesday 10am-5pm Saturday 9am-4pm
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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	 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.
 Online Banking To sign up for Online Banking, visit santander.co.uk/onlinebanking	 Post Office Pay in cash and cheques or withdraw money from your account.
 Cash machines Access 24/7 services at our cash machines.	

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 Plymouth.
- 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.