

Understanding your branch closure

Santander, Sainsbury's Shopping Centre, Calcot, Bath Road, Reading RG31 7SA

This branch temporarily closed 12 September 2019 and has permanently closed with immediate effect.

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

Background to our approach

In September 2019, the Reading Calcot branch temporarily closed to facilitate the wider redevelopment of the shopping centre. We continued to work to provide a new branch on site, but this has been unsuccessful and combined with recent unprecedented events, the decision has been taken for this branch to permanently close with immediate effect.

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're very sorry for the inconvenience this may cause however 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 to provide more information about our decision to close Reading Calcot 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 Reading Calcot 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.

As a result of our assessment and following careful consideration, we have taken the difficult decision to close Reading Calcot with immediate effect.

How customers use the branch



90%

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



30%

of Reading Calcot branch customers also use an additional Santander branch



65%

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

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

Alternative local banking services*



Banks/Building Societies

NatWest
74 School Road, Reading RG31 5ST



Cash machines (Nearest free to use cash machines)

Sainsbury's Calcot Service Centre, Bath Road, Calcot, Reading RG31 7SA	IKEA Princents Kilm, Calcot, Reading RG31 7SD
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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

8 High Street, Theale, Reading RG7 5AN

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

Reading Broad Street 100-101 Broad Street, Reading RG1 2AX	4.5 miles	Yes Bus	No Train	Opening hours* Monday - Friday Saturday	9.30am-5pm 9.30am-4pm
Wokingham 12 Broad Street, Wokingham, Berkshire, RG40 1AB	12.5 miles	No Bus	No Train	Opening hours* Monday - Friday Saturday	9.30am-5pm 9.30am-12.30pm

You can use any Santander branch. *For alternative branches and their opening hours please search our branch locator: branchlocator.santander.com during Covid 19 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

Following our announcement to close Santander's branch at Reading Calcot 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 17965 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 Reading, including the local Member of Parliament.
- The Reading 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 14 responses were received from the customers and community groups we wrote to. The main theme was:

- Overall disappointment at the decision to close the branch
- Concern about the additional travel needed to visit other branches and cash machines

Next Steps

Reading Calcot has closed. 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.

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

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](https://www.santander.co.uk/uk/our-branches)