

Understanding your branch closure

Santander, Royal Holloway,
University of London, Student
Services, London TW20 0EX

This branch temporarily closed 18 March 2020 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

Over the last few years, increasingly 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 University branch network. This review incorporates analysis and consideration of many factors including where each of our University 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 Royal Holloway, University of London 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 Royal Holloway, University of London 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 Royal Holloway, University of London branch with immediate effect.

How customers use the branch



100%

of customers transacting at Royal Holloway, University of London branch already use a variety of ways to complete their banking



44%

of Royal Holloway, University of London branch customers also use an additional Santander branch



88%

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

Includes all customer transactions between January 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

Barclays
46 High Street, Egham TW20 9EP



Cash machines (Nearest free to use cash machines)

Royal Holloway, University of London Egham Hill, Egham TW20 0EX	NatWest Egham Hill, Egham TW20 0EX
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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

68A High Street, Egham TW20 9EY

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 branch

Staines 46-48 High Street, Staines TW18 4DY	3.3  miles	Yes  Bus	No  Train	Opening hours* Monday - Friday Saturday	9.30am-5pm 9.30am-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 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 Royal Holloway, University of London 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 3549 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 Egham, including the local Member of Parliament.
- The Staines 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.
- Leaflets have been available in the neighbouring branches and online, advising customers of the closure 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

Royal Holloway, University of London branch 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)