

# Letter from Barclays regarding bank closure in Wokingham

I have received the e-mail below in response to my comments regarding the closure of Barclays Bank in Wokingham later this summer. I would be interested in hearing the views of my constituents who will be affected by the closure.

Dear Sir John Redwood,

Thank you for your email regarding the closure of our Wokingham branch.

I want to reassure you that we know face-to-face banking continues to play an important role for some of our customers in Wokingham, and following the branch closure we are seeking to provide a continued presence in the community via a new alternative physical touchpoint, either at a local retail outlet or via a local community space. This is aimed at providing dedicated in person colleague support for customers with complex financial needs and non-transactional services, without the need for travel. We are progressing the local arrangements as we speak and we will of course let you and our customers know more details once finalised.

Turning to shared banking hubs, as a result of the new arrangements announced by Cash Access UK (formerly the Cash Action Group), LINK (the organisation that oversees the ATM network) undertakes an independent review of each community to be impacted by banking service closures to assess their cash needs. Following that review, LINK has the autonomy to commission new cash services, which could be an ATM, enhancements to local Post Office facilities or a Bank Hub, if an unmet need is identified. To confirm no additional access to cash facility needs have been identified following Barclays Wokingham branch closure and the removal of the ATM. As outlined below, the nearest free-to-use ATMs are located at Lloyds and HSBC, Market Place, Wokingham.

More broadly, we continue to work with Cash Access UK on shared solutions with our peers, as we continue to collaborate on innovative and sustainable solutions for customers to bank in different ways or lack confidence in a digital world. In addition, communities are able to request a review from LINK should they feel they have an unaddressed problem with access to cash <https://www.link.co.uk/consumers/request-access-to-cash/access-to-cash-in-your-area/>.

Finally, we would encourage any of our customers with concerns to talk to colleagues at the Barclays Wokingham branch, or if you are contacted and able to pass on their details, I will organise for one of my colleagues to reach out directly.

Please do not hesitate to contact me if I can help further and I am of course very happy to arrange a call with Liz Smith, Barclays Customer Care Director,

to discuss this in more detail. If you have any questions in the meantime, please do not hesitate to contact me.

With kind regards,

Julia Husband