

# **NatWest Open University Milton Keynes Branch Closure**

## **Customer and Community Engagement**

All facts and figures are accurate on date of  
publication 27<sup>th</sup> June 2016

# Customer and Community Engagement

Open University Milton Keynes branch

Closing date 25<sup>th</sup> July 2016

## How banking is changing

Our branches are changing from places where customers carry out basic transactions to places where customers interact with our staff on big life decisions. For example buying a home or starting up a business.

The decision to close a branch is never taken lightly, but we have to respond to these changes and help our customers to bank with us in the way that suits them best.

This document is designed to outline the rationale behind the decision to close NatWest Open University Milton Keynes branch and help you identify how you can continue to bank in the local community.

If you would like to discuss the alternative ways to bank in the local community or if you have any further questions regarding the closure, please ask a member of the branch team or contact Darren James, Local CEO on 07554 439180 (Minicom 08004046161) or e-mail [darren.james@natwest.com](mailto:darren.james@natwest.com).

## Banking in 2016

There are now more convenient ways of banking with us than ever before, and our customers are increasingly using these different ways of banking. Across our network:



## Less than 9%

Of our total transactions now take place in our branches. Branch transactions have been declining since 2010.

 **400%**

Online & mobile transactions have grown by over 400% since 2010.



**56%**

of our customers actively use mobile phone and online banking. That's over 3 million customers per week.

**We also understand that not everyone wants to use online services and prefers face to face banking. Our branch network will remain the cornerstone of our services to customers.**



# How you can continue to bank locally

The decision to close our NatWest Open University Milton Keynes branch on the 25<sup>th</sup> July 2016 was not taken lightly. It was based on a wide range of factors including branch usage and the alternative ways our customers can bank with us in the area. Here is a summary of the alternatives in the local area.

## Nearest Post Office

### Walnut Tree



1.1 miles



Mon - Fri 9am – 5:30pm  
Sat 9am - 12:30pm



Balance Enquiry  
Cash & Cheque  
Deposit  
Withdrawal

### Tinkers Bridge



1.2 miles



Mon/Tue/Thu/Fri 9am – 5:30pm  
Wed 9am - 1pm  
Sat 9am – 12:30pm



Balance Enquiry  
Cash & Cheque  
Deposit  
Withdrawal

### Milton Keynes Village



2.1 miles



Mon – Fri 9am – 1pm



Balance Enquiry  
Cash & Cheque Deposit  
Withdrawal

## Nearest free to use ATMs



Bank Machine Londis  
Milton Keynes  
Tenterten Crescent



0.8 miles 1 ATM



Bank Machine  
Budgens Milton  
Keynes



1.1 miles 1 ATM



Tesco Walnut Tree  
Express



1 mile 1 ATM



Tesco Tinkers  
Bridge Express



1.2 miles 1 ATM



YourCash Kents Hill  
Park Training & Conf  
Centre Milton Keynes



1 mile 1 ATM



Tesco Milton Keynes  
Kings Extra



1.8 miles 3 ATMs

## Nearest NatWest Branches

| Branch                 | Distance  | Opening Hours                             | Services Available                   |
|------------------------|-----------|---|--------------------------------------|
| Bletchley<br>Queensway | 3.2 miles | Mon – Fri 9am - 5pm*<br>Sat 9am - 12:30pm | Cash Deposit Machine<br>External ATM |
| Milton Keynes          | 3.8 miles | Mon-Fri 9am - 5pm*<br>Sat 9am - 3pm       | Cash Deposit Machine<br>External ATM |
| Woburn Sands           | 3.8 miles | Mon - Fri 9am - 4:30pm*                   | External ATM                         |

Milton Keynes Open University branch is the Last Bank in Town

24/7 Telephone Banking  
0800 404 6161  
Online/Mobile banking  
Natwest.com/waystobank



\* Opening deferred by 30 mins on a Wednesday

For Online Banking you need to be aged 11 or over and have a NatWest account. Please note that system updates may mean that Online Banking is unavailable for short periods of time in the early hours of the morning. To use Mobile Banking you need to have registered for Online Banking, have a NatWest personal account with a debit card and have a mainland UK mobile number starting 07. To make payments using Mobile simply set up and make your first payment to each new payee in Online Banking beforehand. Telephone banking is available to NatWest personal customers aged 16 or over with a current or savings account.



# Customer and Community Engagement

We have taken an open and transparent approach to communicate and actively engage with our Personal and Local Business customers and also the wider local community, to ensure they are aware of the alternative ways to bank with us in the local area, and to answer any questions they might have.

We have contacted the following people and organisations to make them aware and to understand if they wanted to discuss the decision and alternative ways to bank, or if they needed any help.



**Newspapers**

Contacted

Milton Keynes Citizen



**Post Office**

Contacted

Walnut Tree  
Post Office



**MP**

Contacted

Iain Stewart  
MP

Our local branch team have been engaging with customers who are potentially most reliant on the branch. As a result of these discussions we have been able to personally discuss what this means for them and the most appropriate alternative services.

We have received 1 complaint as a result of this decision. We have contacted the customer to discuss their concerns.

# Conclusion

The decision to close NatWest Milton Keynes Open University branch has not been taken lightly and careful consideration has been given to the alternative banking services available. Since the announcement has been made we have engaged with our customers and the wider community to listen to their feedback and understand the impact.

## Customer Themes

- ❑ Most customers have said they understand the decision to close the Branch, and that the alternative ways to bank locally are suitable.
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We have undertaken the following activities in response to the key areas of concern:

- ❑ Our local team have contacted customers to discuss their individual circumstances and banking requirements, and have offered help and support with the most suitable ways to bank in the local area.

Following our community engagement and Impact Assessment, we are confident that we have appropriate services in place to ensure our customers have sufficient access to banking locally.

NatWest Milton Keynes Open University branch will therefore close as planned on 25<sup>th</sup> July 2016. Our branch staff and Darren James Local CEO, are available to answer any further questions that our customers or the community may have.