

# **Royal Bank of Scotland Marylebone Branch Closure**

## **Customer and Community Engagement**

All facts and figures are accurate on date of publication 12<sup>th</sup> May 2017.

# Customer & Community Engagement

## RBS Marylebone branch

### Closing date 10<sup>th</sup> November 2017.

### 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 Royal Bank of Scotland Marylebone branch, help you identify how you can continue to bank in the local community and also detail the measures which have been taken to engage with our customers and 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 Fred Ntim, Bank Manager on 07917 552 216 or email at [Fred.ntim@rbs.co.uk](mailto:Fred.ntim@rbs.co.uk).

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

### How has Marylebone branch changed?

The number of transactions at Marylebone branch has dropped by 37% since 2011.



### Banking in 2017

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.

# How you can continue to bank locally.

The decision to close our Royal Bank of Scotland Marylebone branch on the 10<sup>th</sup> November 2017 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 free to use ATMs



MARYLEBONE  
RAILWAY STATION



0.15 Miles 4 ATM's



HSBC  
186 BAKER STREET  
LONDON



0.19 Miles 4 ATM's



LLOYDS BANK  
185 BAKER STREET



0.15 Miles 2 ATM's



EUROCHANGE -  
BAKER ST  
MARYLEBONE ROAD



0.23 Miles 1 ATM



ROYAL BANK OF  
SCOTLAND/ TESCO  
15 18 HAYES PLACE  
LISSON GROVE



0.19 Miles 1 ATM



NATWEST  
69 BAKER STREET



0.23 Miles 2 ATM's

## Nearest Post Office

BAKER STREET

0.16 miles



Mon – Fri 9:00am – 17.30pm  
Sat – 9:00am – 12.30pm



Balance Enquiry  
Withdrawal  
Cheque Deposit  
Cash Deposit



EDGWARE ROAD

0.3 miles



Mon & Thurs 8.00 – 18.00pm, Tues, Weds & Fri 8:00am – 19:30pm  
Sat – 09:00am – 19:30pm



Balance Enquiry  
Withdrawal  
Cheque Deposit  
Cash Deposit



PADDINGTON QUAY

0.4 miles



Mon, Weds, Thurs & Friday 9:00am – 17:30pm  
Wed - 9:00am – 17:30pm  
Tues – 9:30am – 17.30pm  
Sat 09.00 – 12.30pm



Balance Enquiry  
Withdrawal  
Cheque Deposit  
Cash Deposit



## Nearest Royal Bank of Scotland Branches

Branch	Distance	Opening Hours	Services Available
Cavendish Square	0.81 Miles	Mon-Fri (excl. Wed) 9:15am – 16:45pm Wed 9:45am – 16:45pm Sat 9:00am – 13:00pm	External ATM Saturday Opening.
Bond Street	0.82 Miles	From 5 <sup>th</sup> June open Mondays & Friday's 10.00am – 16.00pm	External ATM Disabled Access
Tottenham Court Road	1.1 Miles	Mon-Fri (excl. Wed) 9:15am – 16:45pm Wed 09:45am – 16:45pm Sat 09.00am – 13.00pm	External ATM Disable Access Saturday Opening.

Telephone Banking  
Personal customers  
0345 900 0400  
Private Customers  
0345 301 4723  
Business Banking  
0345 307 0900  
Commercial Customers,  
please call your usual  
point of contact.

Online/Mobile Banking  
[Rbs.co.uk/waystobank](http://Rbs.co.uk/waystobank)



For Online Banking you need to be aged 11 or over and have a RBS 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 RBS 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 RBS personal customers aged 16 or over with a current or savings account.

