



Comments from your community about the closure of this branch

Your feedback, our responses and how we'll
continue to help our customers

Castletown branch closes on 9th February
2024



Sharing responses from your local community

We're now nearing the closure of our Castletown branch. We do understand that closing a branch affects different communities in different ways, so we've spoken to people locally to listen to their concerns. We wanted to find out how your community could be affected when the branch closes, and what we could do to help people through the change and offer alternative ways to bank.

Who we contacted

- Personal and business customers who use this branch
- The IOM Department for Enterprise
- Various senior and local MHKs
- Castletown Commissioners Office

What we asked, what they said – and our responses

What's the biggest effect this branch closing will have on your local community?

You said to us:

There were some concerns that the branch closure may have an impact on the way both businesses and personal customers can bank.

We'd like to say:

We understand the concerns about the closure. We'd like to reassure everyone that, before deciding to close, we looked very carefully at how the branch is used and found that many customers already use alternative branches and Online or Telephone Banking.

We'll still be in the community after the branch closes, to offer further support to our customers. We're planning to offer support to our customers from the Castletown Commissioners office for as long as required and will share the details locally as soon as we can.

We are also helping our clients understand which transactions they can do from home or their business premises and offering support through this transition

There is a Barclays cash machine available at the Castletown Commissioners office

For cash services in your community visit link.co.uk/consumers/locator/

What's the biggest effect this branch closing will have on this branch's customers?

You said to us:

There were concerns about customers who depend on the branch – for example, those who find it difficult to travel or prefer banking face to face. Some customers were concerned about what will happen to the staff, and whether they would be losing their jobs.

We'd like to say:

We're speaking individually to those customers most likely to be affected by the closure, and we're helping them feel confident with alternative ways to bank. This includes speaking to someone in person through Telephone Banking

We confirm that all our colleagues have been relocated and will be working at other branches.

For anyone who's able to travel, the nearest branches are in Douglas and Ramsey. We understand it's not always convenient to travel, so we've been offering support from our branch staff. They're helping customers adapt to new ways of banking so they don't need to use a branch as often.

What alternative ways to bank do you believe would help people adapt to this change?

You said to us:

The closure means customers will need help getting used to new banking methods, particularly those who are concerned about banking online.

We'd like to say:

We've run individual 'Tea and Teach' sessions to show customers other ways to bank, including how they can set up regular payments, and how to use the Barclays app on their mobile phones. We've also shown customers how to order cards and PINs and we're helping everyone remain vigilant against fraud.

We'll be here for you – just in a different way

We want to reassure you that we're here to help. We'll stay in your community and you'll be able to talk to us in person. We're finalising the details of where we'll be based, and when, to support you with your banking, and we'll share the details locally once confirmed. We are pleased to say that we have successfully received planning permission for a new ATM machine to be installed at the Castletown Commissioners building.

In the meantime, we'll be here in person until this branch closes, to answer any questions you have and help you with the move from using this branch to alternative ways to bank.

If you need extra support

We have a range of extra services to make sure banking is easy to access for everyone, including:

- Audio-accessible PINsentry devices
- High-visibility debit cards
- Credit and debit card templates to make signing easier
- British Sign Language (BSL) interpretation, so you can contact us from home, in a branch, or online/in the app
- Statements in Braille or large print.

Our colleagues in branch can help, or there's more information on Accessibility – ask in a branch or read it online at <https://ciom.barclays.com/important-information/accessibility/>

If you'd like to talk to us about this

Our local leadership teams look at how branches are used before making the decision to close a branch, which is then agreed at Senior Leadership level before we make it public. If you have any concerns or would like to talk to us about this closure, or you'd like some help with what to do once it's closed, please get in touch. You can call us on +44 (0) 1624 684444, or visit our other branches in the Isle of Man.

Here are some of the many ways you can still do your banking with us. You can also check out <https://ciiom.barclays.com/digital-services/> or, if you have a business account, it's <https://ciiom.barclays.com/business-banking/who-we-help/>

Online Banking and the Barclays app

You can do most of your everyday banking safely and securely wherever you are, in our app or online, at a time that suits you. You can even pay in cheques with the app, without having to visit a branch.

We recognise that everyone has different levels of comfort using apps and computers, so if you'd like some help, we'll be happy to show you all the useful things you can do with them. Come and chat to us in your nearest Barclays location, or visit our website, where you'll find lots of helpful information and a demo of how our app works – search 'Barclays app' online.

Telephone Banking

Check your balance and transactions, pay bills and transfer money.

Cash machines

Withdraw cash, check your balance and get a receipt at most cash machines. You can also print off a mini statement at our own cash machines. All Barclays cash machines are free to use.

Some others charge a fee, which they state upfront before you use them.

Here's a quick look at where you can do the things you might normally do at a branch.

	Barclays app	Online Banking
Withdraw cash		
Pay in cash		
Check balance	✓	✓
View or print statements	✓	✓
Pay in cheques	✓	
Pay bills	✓	✓
Manage Direct Debits and set up and manage standing orders	✓	✓
Transfer money to another account	✓	✓
Make a payment	✓	✓
Make an international payment	✓	✓
Check your spending	✓	
Report a card lost or stolen	✓	✓
Temporarily freeze your card	✓	

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