



# We're closing, but it's not goodbye

Castletown branch closes on  
9 February 2024



# Why our Castletown branch is closing

Back when we opened this branch, visiting us in person was one of the only ways to do your banking. Now, as there are lots of ways to manage your money without even leaving your home, we're seeing many customers choosing to bank using our app, and Online or Telephone Banking. This has had a big impact on the number of customers coming in to see us.

When deciding whether to close this branch, we looked carefully at how it's been used and how customers are banking in other ways.



74% of people who use our branch have also banked using the app, online and by phone in 2022



Less than 2% customers use this branch regularly as the only way to do their banking



98% of this branch's customers have used nearby branches in the last 12 months

We'll be working with the local community to understand the impact of closing this branch. Once we've gathered feedback, we'll publish the results in a booklet called 'Branch closure feedback', which you can get from your branch or online at <https://ciiom.barclays.com/our-locations/branch-closures>

## 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. This will be available to use from before the closure date of our branch which means there will always be somewhere local for you to withdraw cash.

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'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 +441624 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://ciom.barclays.com/digital-services/> or, if you have a business account, it's <https://ciom.barclays.com/business-banking/who-we-help/>

## Online Banking and the Barclays app<sup>1</sup>

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<sup>2</sup>

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.

## If you need extra support

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

- Talking cash machines
- Audio-accessible PIN entry devices
- High-visibility debit cards
- Credit and debit card templates to make signing easier
- Statements in Braille or large print.

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                               | ✓            |                |

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/>

## Other places you can bank

This branch may be closing, but there are other places where you can still do your banking in person.

### Barclays branches

Victoria Street, Douglas, Isle of Man IM99 1AJ

**Cashier service**

**Self-service**

**Access to specialists**

52 Parliament Street, Ramsey, Isle of Man, IM 8 1AN

**Cashier service**

**Self-service**

Find opening times and the services available at [barclays.co.uk/branchfinder](https://www.barclays.co.uk/branchfinder)

### Cash machines

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.

You can withdraw cash, check your balance and change your PIN at all Barclays cash machines .

To locate your nearest Barclays ATM visit <https://www.barclays.co.uk/branch-finder/>

### Barclays in your community

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.

### 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. For help and support with our digital services please visit <https://ciom.barclays.com/digital-services/>

For details of local transport and access arrangements, or anything else for the above locations, we can help you with this in branch.

## Glossary of terms

|   |   |
|---|---|
| <b>Local community</b>                  | This might include your local MHKs, commissioners, consumer groups identified with a particular interest in the closure, or feedback received directly from personal or business customers. |
| <b>The only way to do their banking</b> | People who've only used the cashier service in the branch (12 times or more in the last six months) and didn't use Online or Telephone Banking, our app, or any of our other branches.      |
| <b>Branch customer</b>                  | Someone who's used this branch six or more times in the last six months.  |
| <b>Cashier service</b>                  | The branch has a staffed, traditional-style counter service.  |
| <b>Self-service</b>                     | The branch has at least one of these: external or internal cash machine, online banking point, quick pay point/service point, or assisted service counter.                                  |

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