



We're closing, but it's not goodbye

Ramsey branch closes on 11th April
2025



Why our Ramsey 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.



People who use our branch have also banked using the app, online and by phone in 2024



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



90% of this branch's customers have used nearby facilities 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://ciom.barclays.com/our-locations/branch-closures>

We're still here to help

Until we leave Ramsey, we will continue to provide support in the branch. We look forward to continuing our relationship with you from our Douglas branch in the Isle of Man and would like to thank you for banking with us.

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 branch 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 app¹

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 Banking²

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:

- Audio-accessible PINsentry 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 is another place 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 ✓ Find opening times and the services available at https://ciom.barclays.com/our-locations/isle-of-man/	Cash machines You can withdraw cash, check your balance and change your PIN at all Barclays cash machines . To locate your nearest ATM visit https://www.link.co.uk/cash-locator
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

Local community	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.
The only way to do their banking	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.
Branch customer	Someone who's used this branch six or more times in the last six months.
Cashier service	The branch has a staffed, traditional-style counter service.
Self-service	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.

We are committed to helping our clients and understand that at times, you may require additional support. If needed, we can provide this in braille, large print, or audio. Please get in touch with your usual Barclays contact or use the details on the 'Contact Us' page of our website if you would like to discuss your circumstances or share feedback.

Barclays offers private and overseas banking, credit and investment solutions to its clients through Barclays Bank PLC and its subsidiary companies. Barclays Bank PLC is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority (Financial Services Register No. 122702) and is a member of the London Stock Exchange and Aquis. Registered in England. Registered No. 1026167. Registered Office: 1 Churchill Place, London E14 5HP. Barclays Bank PLC, Isle of Man Branch has its principal place of business at Eagle Court, 25 Circular Road, Douglas, Isle of Man and is licensed by the Isle of Man Financial Services Authority.