

# Why our Barclays Local at Whittlesey Library is closing

When we opened this Barclays Local, we wanted to be nearby so people could speak to us in person.

We did this even when more and more people were using our app or online resources instead.

As time has passed, even more customers are banking digitally and meeting us virtually.

When deciding whether to close, we looked carefully at how people in the community are using it and whether they're banking in other ways.



73% of people who use this Barclays Local also bank with us by app,<sup>1</sup> online and by phone



Less than 10 people use this Barclays Local regularly as the only way to speak to us



45% of customers using this Barclays Local also visit our branches.<sup>2</sup>

We'll be working with the local community to understand the impact of closing this Barclays Local. Once we've gathered feedback, we'll publish the results in a booklet called 'Barclays Local closure feedback', which you can get online at [home.barclays.uk/branchclosures](https://home.barclays.uk/branchclosures)

## We're still here for you – just in a different way

We have a YouTube channel run by our Digital Eagles with videos explaining how to bank with us securely from the comfort of your home. Search '**Barclays Tea and Teach**'

Our Digital Eagles also offer plenty of other free resources and tutorials online. Search '**Barclays Digital Eagles**'

And, if you're looking for impartial guidance on anything from better budgeting to buying a home, Barclays Money Mentors have videos, tools and more. Search '**Barclays Money Mentors**'

## If you'd like to talk to us about this

Our local leadership team has carefully considered how people are banking in your area before making decisions that might impact your access to our services. If you have any concerns or would like to talk to us about this closure, please call us on **03457 345345**<sup>3</sup> or email Terry Staff, your Regional Director for East Anglia at [terry.staff@barclays.com](mailto:terry.staff@barclays.com).