



NatWest

Help and support for your everyday banking.

**Docklands South Quay branch closure.
26 October 2021.**

Facts correct as at 10 June 2021.

The way we bank is changing.

The way people bank with us has changed dramatically in recent years. The increasing demand for mobile and online services continues as customers benefit from faster and easier ways to bank. Fewer people are visiting branches and, when they do, they are carrying out fewer transactions.

This means:

- we need to continually review our network
- our priority is to have branches in locations where our customers use them most.

We understand that online solutions aren't right for everyone or every situation. We take our responsibilities seriously to support customers who face challenges in moving online. Plus, we're investing to provide them with support and alternatives that work for them.

It's important to us that no one gets left behind.

- Average counter transactions reduced by 30% between January 2018 and February 2020
- The number of customers using mobile apps increased by 19% between January 2018 and February 2020
- More than 585 million mobile and online transactions were processed in 2020

How we decide to close a branch.

Closing a branch is a decision we take very seriously. In Docklands South Quay, we have noted the following:

- between 2017 and 2019, counter transactions for personal customers have decreased by 42%
- the branch was used by 5 personal customers on a regular basis in 2019
- in 2019 59% of personal customers using the branch also chose to use Online Banking or our mobile app
- the branch was used by 103 business customers on a regular basis in 2019.

We have used data up to 2019 as this represents normal branch usage. 2020 data has been significantly impacted by the coronavirus pandemic.

We also consider a range of local factors.

- how customers are choosing to bank with us
- how often customers are using the branch and what transactions they are doing
- the impact on customers who currently use the branch
- other options available to customers including online, mobile and telephone banking, Video Banking, web chat and cash machines, plus everyday banking services that can be done at local post offices
- the proximity of our other branches.

We're here to support you.

This leaflet outlines your options when this branch closes. If you have any questions, please let us know and we'll do all we can to help.

We will contact customers and engage with the local community to share our decision about the closure. We will update our factsheet with details of who we contacted, a summary of responses and any complaints, this will be available here [natwest.com/branchclosures](https://www.natwest.com/branchclosures) by 12 October 2021.

Your nearest branches.

You can use a selection of our services in any NatWest branch. Below are your nearest:

Branch	Distance	Standard opening hours *
NatWest Canary Wharf Crossrail Unit CR36, Level -1, Crossrail Station and Retail Mall 1 Cross Rail Place Canary Wharf London, E14 5AR	1.03 miles	Mon - Fri 9.30am-4.30pm, Sat 9.30am-1.00pm
NatWest Whitechapel Road Black Lion House 45 Whitechapel Road London E1 1DU	2.9 miles	Mon - Fri 9.30am-4.30pm (Wed open 10.00am)
NatWest Bethnal Green Road 403 Bethnal Green Road London E2 0AF	3 miles	Mon - Fri 9.30am-4.30pm (Wed open 10.00am)

* Standard opening hours are subject to change due to ongoing coronavirus restrictions

Business customers.

There are a range of options you can use for your banking needs, including our branch network and post offices.

Over the last few years, we've invested in automation within our branch network to improve pay-in facilities and help our customers with their everyday banking.

There are also courier solutions available for our eligible customers wanting to save time visiting an alternative branch – you should speak to your bank point of contact to find out more.

Our Business customers can also use Bankline or Online Banking to manage their accounts and payments 24/7. Fees apply to some business services.

Your nearest Post Office® branch.

You can check your balance and withdraw cash using your debit card and PIN, while you can pay in cash and make cheque deposits with a barcoded paying-in slip. Business customers can also use post offices to make cheque deposits (using a branded envelope), cash deposits of up to £2,000 a day with a barcoded paying-in slip or debit card, and debit card withdrawals of up to their daily card limit (£500 maximum).

Business customers can use the change giving service, allowing notes to be swapped for notes and coins. Subject to registration via bank point of contact. Please contact your nearest Post Office® to check service availability and to confirm opening times. Your nearest Post Office® branches are:

Branch	Distance	Opening hours
Canary Wharf	0.46 miles	Mon - Fri 9.00am-5.30pm, Sat 10.00am-3.00pm
Cubitt Town	0.73 miles	Mon - Sat 9.00am-5.00pm
West Ferry Road	1.34 miles	Mon - Sat 9.00am-5.15pm (Sat close 12.15pm)

Support is available in all of our branches.

Staff in any of our branches are able to provide you with personal support, accessing the right banking options for your needs. They are on hand to help you with Online Banking. If you need a hand getting online or want to know how to use our mobile app, just ask. They can also educate you on scams and fraud awareness, as well as helping you achieve your financial goals.

Your nearest free-to-use cash machines.

There are several cash machines in your area for checking your balance and withdrawing cash.

Cash machines within two miles

Barclays, 20 Bank Street

Cardtronics, Cassilis Road

TPF, Tesco South Plaza Isle of Dogs Express

Glossary of terms.

- Counter transaction – a service carried out by a customer in branch with a representative of the bank, such as depositing cash and cheques or making cash withdrawals.
- Everyday banking – customers making use of in-branch services such as cash deposits, cash withdrawals and cheque deposits.
- Digital transaction – a transfer, payment or amendment to a payment via the mobile app or Online Banking.
- Digitally active – customers who use our mobile app or Online Banking.
- Local Directors – responsible for overseeing and managing a number of branches across a set geographical area.
- Get Cash – a function on our mobile app that lets customers withdraw money quickly without using a bank card.
- Bankline – allows customers to manage multiple business accounts, see all transactions in real time and make secure domestic and international payments.
- Distance – mileage is calculated on the shortest drive distance from closing branch postcode to closest branch postcode and nearest Post Office® postcodes.
- Regular personal customers – customers who use branch services at least once a week over a six-month period.
- Regular business customers – customers who use the branch at least twelve times over a twelve month period.
- Barcoded paying-in slip – credit slip with barcode that is in a machine readable form.

Community Engagement following closure announcement

Here's what we did

Recently, we wrote to customers to tell them that our Docklands South Quay branch would be closing. We also advised the local MP and some key groups and people within the community. We got in touch with customers who use the branch and those who may need extra support, to see what we could do to help. We've been able to offer advice on the easiest ways to bank in the local area. And, we've also been able to help those who want to get started with online banking.

Local Groups

- Ms Apsana Begum MP
- Streets of Growth
- Sea Rangers
- REAL
- Lifetime Learning
- 15 Billion EBP
- Tower Hamlets Community Advice Network
- East London Business Alliance

Feedback was welcomed and we received:

Enquiries*

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Complaints**

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This is what our customers said:

- They were disappointed at the closure of the branch. We were able to provide them with additional support and information on the alternative ways they can continue to bank with us.
- They were concerned that their Safe Custody items were being moved. We reassured them on this process and advised that they could collect prior to closure if they preferred.
- They were concerned about changes to their account details and the location of the nearest branch. We provided information on what the change will mean for them and advised of alternative ways to bank including the local Post Office.

NatWest Docklands South Quay branch will close as planned on 26 October 2021. We've put together this leaflet to guide you through the changes, if you've got any questions, please feel free to ask one of our team in any of our branches.

If you still require further support or have further questions which have not been addressed please contact your Local Director, Elif Efir, on 07787 843219 or ELIF.EFIR@natwest.com.

Access to Banking Standards

NatWest is fully committed to the industry-wide Access to Banking Standards published by the Lending Standards Board. This document, which you can read online, provides key information about the actions banks must undertake when a decision to close a branch is made.

For further information on the Access to Banking Standards, please visit lendingstandardsboard.org.uk/category/access-to-banking

* An enquiry is any question that can be answered at first point of contact.

** Any oral or written expression of dissatisfaction, whether justified or not, about the provision of, or failure to provide, a financial service or a redress determination, which alleges that the customer has suffered (or may suffer) financial loss, material distress or material inconvenience.

Other ways to do your everyday banking



NatWest Mobile Banking

You can use our mobile app across selected devices to:

- check balances and transfer money between accounts
- withdraw money using Get Cash
- pay bills, your contacts and someone new up to £220 ... and much more.

Find out more at natwest.com/everydaybanking

App available to customers aged 11+ with compatible iOS and Android devices and a UK or international mobile number in specific countries.

Get Cash: Withdraw up to £130 every 24 hours at any NatWest or Royal Bank of Scotland (in Scotland) cash machine, as long as it's within your daily withdrawal limit. You must have at least £10 available in your account. To pay bills, someone new or your contacts, limits apply and you need to be 16 or over.



NatWest Video Banking

Instead of coming into a branch, you can use your smartphone, tablet or computer to speak to us about our range of products, discuss borrowing or savings and get a free face-to-face Financial Health Check wherever you are.

Find out more at natwest.com/videobanking

Video Banking may be recorded. Video Banking is available on demand 24/7 and by appointment from 8am – 8pm Monday to Saturday and 9am- 5pm Sundays. Premier customers can speak to your Premier Banking Manager to arrange an appointment.



NatWest Personal and Business Online Banking

All the features of mobile banking with the ability to do more, such as:

- download free security software for your PC or Mac
- view up to seven years of statements
- set up email or text alerts.

Register for Personal or Business Online Banking at natwest.com



NatWest Personal and Business Telephone Banking

For personal telephone banking queries, call **03457 888 444** (Relay UK **18001 03457 888 444**). Premier customers, call **0333 202 3330** (Relay UK **18001 0333 202 3330**). For business telephone banking queries, call **03457 114477** (Relay UK **18001 03457 114477**). Business customers can also speak to their bank point of contact.

Braille, large print or audio format?

If you'd like this information in another format, call us on **03457 888 444** (Relay UK **18001 03457 888 444**).

Calls may be recorded. Online Banking available to customers aged 11+ with a NatWest account. Business Online Banking and Bankline is available to customers who have a NatWest business account. Fees may apply.