



Help and support for your everyday banking

Exeter closure.
23 November 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 digital 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 digital 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 53% between January 2018 and February 2020.
- The number of customers using mobile apps increased by 17% between January 2018 and February 2020.
- More than 145 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 Exeter, we have noted the following:

- between 2017 and 2019, counter transactions for personal customers have decreased by 35%
- the branch was used by 3 personal customers on a regular basis in 2019
- in 2019 51% of personal customers using the branch also chose to use Digital Banking or our mobile app
- the branch was used by 51 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 digital, 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 [rbs.co.uk/branchclosures](https://www.rbs.co.uk/branchclosures) by 09 November 2021.

Your nearest branches

You can use a selection of our services in any Royal Bank of Scotland or NatWest branch. Below are your nearest.

Branch	Distance	Standard opening hours *
NatWest Exeter High Street 59 High Street Exeter Devon EX4 3DL	0.47 miles	Mon - Fri 9.30am-4.30pm (Wed open 10.00am), Sat 9.30am-3.00pm
NatWest Exeter St. Thomas 18 St.Thomas Centre Cowick Street Exeter Devon, EX4 1DE	0.76 miles	Mon - Fri 9.30am-4.30pm (Wed open 10.00am)
NatWest Exmouth 11 Rolle Street Exmouth Devon EX8 1HH	11.04 miles	Mon - Fri 9.30am-4.30pm (Wed open 10.00am), Sat 9.30am-1.00pm

* 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. Your bank point of contact can provide you with details of the branches with automation convenient to your location.

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 coins. Subject to registration via bank point of contact. Please contact your nearest Post Office® to check service availability. Your nearest Post Office® branches are:

Branch	Distance	Opening hours
Sidwell Street	0.53 miles	Mon -Sat 9.00am-5.30pm (Mon open 8.30am, Sat close 2.00pm)
Exeter	0.7 miles	Mon - Sat 9.00am-5.30pm (Sat close 2.00pm)
St Thomas	0.9 miles	Mon - Sat 8.30am-5.30pm (Sat close 1.00pm)

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 Digital 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

Note Machine, 57 Magdalen Road

Halifax, Unit 1 Roman Gate

HSBC, 250-251 High Street

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 Digital Banking.
- Digitally active – customers who use our mobile app or Digital 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 Exeter 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 Digital Banking.

Local Groups

- Rt Hon Ben Bradshaw MP
- Local Councillor Cllr Rachel Sutton
- Federation of Small Business.
- Age UK Devon
- University of Exeter Wellbeing Services
- Local Business assoc.
- Age UK Exeter
- Bury Meadow Residents Association

Feedback was welcomed and we received:

Enquiries*

10

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.

Royal Bank of Scotland Exeter branch will close as planned on 23 November 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, Luke Kirby, on 07552 260306 or luke.kirby@natwest.com.

Access to Banking Standards

Royal Bank of Scotland 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



Royal Bank of Scotland 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 [rbs.co.uk/everydaybanking](https://www.rbs.co.uk/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 Royal Bank of Scotland or NatWest 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.



Royal Bank of Scotland 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 [rbs.co.uk/videobanking](https://www.rbs.co.uk/videobanking)

Video Banking may be recorded. Video banking is available on demand 9am - 5pm Monday to Friday and by appointment 8am - 8pm Monday to Friday and 9am - 3pm Saturday. Premier customers, speak to your Premier Banking Manager to arrange an appointment.



Royal Bank of Scotland Personal and Business Digital 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 Digital Banking at [rbs.co.uk](https://www.rbs.co.uk)



Royal Bank of Scotland Personal and Business Telephone Banking

For personal telephone banking queries, call **03457 24 24 24** (Relay UK **18001 03457 24 24 24**). Premier customers, call **0333 202 3332** (Relay UK **18001 0333 202 3332**). For business telephone banking queries, call **0345 600 2230** (Relay UK **18001 0345 600 2230**). 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 24 24 24** (Relay UK **18001 03457 24 24 24**).

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

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