

# Help and support for your everyday banking

Kingston Upon Thames  
branch closure  
16th January 2019



Facts correct as at 7th August 2018

# The way we bank is changing

The world of banking has changed a lot lately and the changes show no sign of slowing down. These are some of the things we're experiencing that mean we can't offer the same number of branches as we have in the past:

- More people are doing their day-to-day banking online, by mobile app, or over the phone
- More people are even doing bigger things that way, like opening a business account or getting a loan
- Fewer people visit branches, and they do fewer transactions when they're there
- People often use a branch that is more convenient to them, and not one branch consistently
- People contact us in a variety of ways and today very few people only do their banking in a branch

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- Branch transactions are down by 30% since 2014\*
  - More than 3m mobile and online transactions in 2017\*
  - 53% increase in the number of customers using mobile banking since 2014\*
  - Mobile transactions have increased by 74% since 2014\*

\*Based on Royal Bank of Scotland England and Wales and NatWest Scotland.

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## How we decide to close a branch

Closing a branch is a decision we take very seriously. Since 2012 in Kingston Upon Thames branch we have seen the following:

- Counter transactions have reduced by 53%
- Only 17 customers are using the branch on a regular basis.  
Of these customers 47% also use other branches
- A total of 3934 customers visited the branch in the last six months.  
Of these customers 77% also choose to bank online, via telephony or at an ATM

### **We also consider a range of local factors over a long period (June 2012-2017)**

- How customers are choosing to bank with us
- How often customers are using the branch and what transactions they are doing
- Impact on customers who currently use the branch
- Other options available to customers including online, mobile, telephony, Webchat, cash machines, Video Banking and everyday banking services that can be done at local Post Offices®
- The proximity of our other branches, including our network of mobile branches
- Local transport routes and timetables

## We'll help you with other ways to bank

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.

# Your nearest Royal Bank of Scotland and NatWest branches

You can use a selection of our services in any Royal Bank of Scotland or NatWest branches and here are your nearest:

Branch	Address	Opening hours *Wednesday 10am	
NatWest Kingston Market Place 0.09 miles	5 Market Place Kingston upon Thames KT1 1JX	Mon to Fri* Sat	9am to 5pm 9am to 4pm
NatWest Surbiton 1.8 miles	10 Victoria Road Surbiton KT6 4JY	Mon to Fri* Sat	9am to 5pm 9am to 1pm
NatWest New Malden 2.82 miles	64 High Street New Malden KT3 4HB	Mon to Fri* Sat	9am to 5pm 9am to 1pm

## Business customers

There is a range of options you can use for your banking needs, including our branch network and the Post Office®. We are investing in automation in our branch network, to improve the pay-in facilities to help our customers with their banking. Your relationship contact will provide you with details of the invested branch(es) 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 regular point of contact to find out more. Our Business customers can also use Bankline (product fee may apply) or Digital Banking to manage their accounts and payments, 24/7.

## Your nearest Post Office®

As a Royal Bank of Scotland customer you can get a balance and withdraw cash using your debit card and PIN, pay in cash and make cheques deposits with a pre-printed paying-in slip. Business customers can also use Post Offices® to make cheque deposits and cash deposits of up to £2,000 a day with a pre-printed paying-in slip and debit card withdrawals of up to £500. They can register with their Relationship Manager for a change giving service, nominating a Post Office® of their choice for this service.

Please contact your nearest Post Office® to check service availability.

Your nearest Post Offices® are\*:

Branch	Distance	Opening hours*	
Kingston Upon Thames	0.14 miles	Mon to Fri Sat Sun	7am to 11pm 7am to 11pm 9am to 10.30pm
Hampton Wick	0.43 miles	Mon to Fri Sat	9am to 5.30pm 9am to 1pm
Richmond Road	0.67 miles	Mon to Fri Sat-Sun	8am to 11pm 8am to 11pm

\*Please check with your local Post Office® to confirm banking open times.

# Your nearest free-to-use cash machines

There are several cash machines in your area for account balances and cash withdrawals:

## Cash machine

There are a number of free-to-use cash machines within two miles including:

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Barclays, 6 Clarence St, Kingston Upon Thames

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Cardtronics, Wood St, Kingston Upon Thames

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Note Machine, 5 Eden St, Kingston Upon Thames

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## Support available in our branches

Our branch staff are able to provide you with personal support, accessing the right banking options for your needs. They can educate you on scam and fraud awareness, as well as helping you achieve your financial plans and goals.

## Help with banking online or on your mobile

Our TechXperts are on hand to help you with Digital Banking in the lead-up to the branch closure. So, if you need a hand getting online or want to know how to use our Mobile Banking app, just ask.

## Glossary of terms

- What is a counter transaction – a service activity carried out by a customer in branch with a representative of the bank e.g. cash deposit, cash withdrawal, cheque deposit.
- Definition of TechXpert – experts in branch to support and educate customers on the use of alternative ways to bank including mobile and online banking.
- What do we mean about day-to-day banking – customers making use of in-branch services such as cash deposits, cash withdrawals, cheque deposits.
- What constitutes a mobile/online transaction – a transfer, payment or amendment to a payment via the mobile app or online banking.
- Definition of Area Director – our Area Directors are responsible for overseeing and managing a number of branches across a set geographical area.
- What do we mean by ‘active customers regularly using a branch’ – customers who use a closing branch service at least once a week over a six-month period.
- Get Cash – a function on our mobile banking app that lets customers withdraw money quickly without using your bank card.
- Bankline – allows customers to manage multiple business accounts, see all transactions in real time and make secure domestic and international payments.
- Bank to You – a cash collection and delivery service available to non-personal customers.

**Royal Bank of Scotland Kingston Upon Thames branch will close on 16th January 2019. Our branch staff are available to answer any further questions that you may have. or you can contact your Area Director:  
Helen Bates, 07789 616 404; helen.bates@rbs.co.uk**

## 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, transfer money between accounts
- Get Cash out using just your mobile phone
- Pay bills, your contacts and someone new up to £250 ...and much more.

### **Find out more at [rbs.co.uk/everydaybanking](https://www.rbs.co.uk/everydaybanking)**

App available to customers with Digital Banking and a UK or international mobile number in specific countries. Get Cash has a maximum withdrawal limit of £130 every 24 hours (£10 to be available in your account). To pay bills, someone new or pay your contacts, limits apply and you need to be 16 or over.

### **Access to Banking Standards**

Royal Bank of Scotland is fully committed to the industry wide Access to Banking Standards introduced by UK Finance in May 2017. 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 - [www.ukfinance.org.uk/high-street-banks-announce-new-access-to-banking-standard/](https://www.ukfinance.org.uk/high-street-banks-announce-new-access-to-banking-standard/)



## **Royal Bank of Scotland Personal and Business Digital Banking**

All the features of Mobile Banking with the ability to do more:

- Download free security software for your PC or Mac
- View up to seven years of statements
- Set up email or text alerts.

**To register for Personal or Business Digital Banking  
visit [rbs.co.uk](http://rbs.co.uk)**



## **Royal Bank of Scotland Personal and Business Telephone Banking**

**For personal telephone banking queries call 0345 900 0400  
Minicom 0800 068 1289.**

**For business telephone banking queries call 0345 307 0900  
Minicom 0800 068 1289. Commercial customers  
please call your usual 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 (Minicom 0800 404 6160).**

Digital Banking available to customers aged 11 or over with a Royal Bank of Scotland account. Business Digital Banking is available to those aged 18 or over and have a Royal Bank of Scotland account. There is no monthly charge for using Digital Banking, however there are charges for certain transactions (such as international transfers). Calls may be recorded for Telephone Banking.