

Dear Sir/Madam,

1st August 2018

I am pleased to see that somebody is reviewing the situation regarding the continued closure of local bank branches and the loss of ATMs.

My local branch of Barclays is due to close in September, there is an alternative but that will entail a walk of at least half a mile down a very steep hill, and obviously a climb back up later, then a bus journey followed by another walk. If I drive I will incur a fee of £3-00 in the car park and a further walk.

I have twice written to Mr Staley at Barclays making the following suggestions ;

1) The big four banks share a premises, thus keeping a local presence at a fraction of the current cost, this will also aid the local retailers who will be harmed if the closure goes ahead.

2) The banks link up with the major supermarkets, although not as good as option one it would still give customers access to banking services.

To date I have not received a reply or even an acknowledgement, thus proving that customers are held in complete contempt by the upper echelons of the banking system.

Whilst I accept more and more customers are using internet and telephone banking there are still a very large number who prefer to deal face to face with a human being especially when it comes to banking.

Yours Faithfully



Mr. E. Groves