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Our Ref: 195900/RM
19 January 2015

Mr Roger Upton
Chairman of Radcliffe on Trent Parish Council
The Grange
Vicarage Lane
Radcliffe on Trent
Nottingham
NG12 2FB

Dear Mr Upton

Thank you for your letter dated 9 January 2015.

When we make an announcement to close a branch, we try and make it through all channels at the same time to ensure as many local people as possible are advised of the closure.

We contact the local MP and the local press, we send letters to customers who use the branch on a regular basis, we advertise the closure in the branch through posters and leaflets and we call some customers; there are a number of ways you can be advised of the branch closure. As you note, for business and confidentiality reasons we do not engage with external bodies prior to the general announcement.

I acknowledge your concerns about the Post Office and we do not expect that their branch, in isolation, is a complete alternative to having a NatWest branch. We anticipate that our customers will use the Post Office services as part of a suite of alternatives, and that they will also make use of our other services when it is more convenient to do so. Our ATM will also remain in place.

We recognise that many people in Radcliffe - on -Trent would prefer to have a bank branch in the town and your correspondence serves to underline that point. Those who use the branch will be disappointed when it closes, and will miss the convenience of having a local branch. However, with the alternative means of banking available, our customers will continue to have several options when it comes to carrying out their day-to-day banking in the local area.

Yours sincerely

Rebecca Mair
Executive Office

