



**We're changing our
store hours from
29 March 2024
but we're still
here for you**

Our Tunbridge Wells store is changing its opening hours.
Here's all the information on why we've made this decision,
and the other ways you can bank with us.



Summary of our Consultation Process

Following our announcement to change our store opening hours, we've been contacting customers and members of the local community to communicate our decision, understand any concerns and support customers with alternative ways to access their accounts.

- We wrote to all our customers that have used one of our stores in the last 12 months, as well as every customer that holds a Safe Deposit Box, to let them know about the change of hours, including details of alternative ways to bank with us and where to find our impact assessment.
- Our store colleagues have been in contact with our vulnerable customers and offered help with other ways to bank when the store is closed and we have managed to address the limited number of concerns raised.
- Our Local Directors have also been in touch with community representatives such as councillors, community groups as well as the schools we deliver our financial education programme to.
- Posters and leaflets have been available across the store advising of the change to hours and inviting customers to talk to us about the change. In addition, the store team has been actively speaking to our customers about alternative ways to bank.

Following this engagement activity, the main themes raised by the community were:

- Concerns about the stores not being open 7 days per week and the distance to the nearest store.
- Unhappiness with the reduced access to safe deposit boxes over the weekend.
- Extended hours were one of the main reasons they chose to bank with us.

To help support our communities with these responses we will:

- Be open on Saturdays in 32 of our stores across the country.
- Provide guidance to customers on alternative ways to bank with us when the store is not open, including telephone, mobile, online and in some cases the post office.
- Continue to offer 6-day access to safe deposit boxes in 32 of our stores and will support customers if they wish to transfer to an alternative store. There is no penalty should a customer wish to cancel the service and they are entitled to a pro rata refund of any fees paid.
- Remain committed to our communities and delivering the best possible service for our customers.

Updated March 2024

Key information

This store will be changing its hours on 29 March 2024.


We will be open:

Monday to Friday from 9.30am to 5pm

As well as our stores, there are other ways you can bank with us and get the same great service. You can use Online Banking or the Metro Bank App 24 hours a day. You can also give us a call and speak to someone at our UK-based contact centre, and we'll be happy to help you. There is more information about other ways to bank with us later in this leaflet.



As the Tunbridge Wells store will now be closed at the weekend, you may like to know that your nearest store still open on a weekend is Orpington, open from 11am to 4pm on a Saturday.

 **Car:** 24.9 miles


 **Train:** approx 65 minutes

For the full list of all our stores and current opening hours please go to metrobankonline.co.uk/store-locator



Post Office services

Business and commercial banking customers can pay in cash and cheques, and convert notes into change, at Post Office branches across the country.

 Your nearest Post Office is: 35-37 Grosvenor Road, Tunbridge Wells, TN1 2AN - 0.1 miles from this store.

If you have a business or commercial account with us and want to sign up to our Post Office partnership, please contact your Relationship Manager or Local Business Manager, or visit us in store to find out more.

Why we're changing the Tunbridge Wells store opening hours

Why we made the decision

We are keeping all our stores open across England and Wales. However, because customers are now often choosing to bank with us in other ways – such as using our App – we have reassessed our store opening hours. All our stores will be closed on Sundays and Bank Holidays, some stores will close on Saturdays, and weekday opening hours will be reduced.

The data



21% of customers who bank with us at this store have visited during the hours we propose to close. Of these, 64% also use other ways to bank with us, like Online Banking.



Only 8% of all the customers who visit the Tunbridge Wells store during the hours we propose to close it do not use any other ways to bank with us. Of these, very few customers are regular store users.



We've considered our customers who may need some additional support with banking for any reason and have made sure there's minimal impact to them. Of this group of customers using the store during the hours we propose to close it, 83% of them are also using other ways to bank.

Supporting our customers and communities

We appreciate that changing the opening hours at this store may impact our customers and the local community, which is why we want to understand how people are affected and make sure we continue to offer the best service possible.



We'll be contacting relevant local organisations to explain our decision and to hear feedback.



We will be making communications, such as this impact assessment and other leaflets, available in store and online to let people know about the new opening hours. We will gather feedback and will update the impact assessment two weeks before the hours change.



We will be contacting all customers who have used the store at least once in the past 12 months, to let them know the store hours are changing.



Our store colleagues will be on hand to support customers through the change, answer questions and help customers register for Online Banking and the Metro Bank App.



We will be contacting customers who we have identified as needing additional support, to make sure they can continue to manage their day-to-day banking. If you haven't heard from us by 31 January 2024 and would like extra help, please get in touch with us.



If you're a business or commercial banking customer, your Local Business Manager or Relationship Manager will help answer any questions you may have.

Other ways to bank with us



Our App

Download our App from the Apple App Store or Google Play. To get set up you'll need your 12-digit customer number*, a Magic Word**, and the last four digits of your registered mobile number.



Online Banking

To get started with Online Banking you'll need your 12-digit customer number*, a Magic Word**, and the last four digits of your registered mobile number.



Telephone banking

Call us to hear your balance, check your transactions, pay your bills and transfer money. You can also speak to a colleague if you have questions. If you're not registered for telephone banking yet please call our contact centre to get set up – you'll need your 12-digit customer number* and Magic Word**.

We have recently changed our contact centre operating hours

You can still call us anytime Monday to Friday from 9am to 6pm on
0345 0808 500***

Need extra help accessing our services?

If you are having trouble getting into Online Banking or the Metro Bank App, you can call during these hours:



Monday to Friday from 8am to 9am
and from 6pm to 8pm
Saturday, Sunday and Bank Holidays
from 8am to 8pm

Emergencies

Please call us anytime, day or night, if you need to:



report fraud or a scam



block and report a lost or stolen card



ask for help if you need extra support with your banking.

* You received your 12-digit customer number in your welcome letter or email. If you've forgotten it, please call our contact centre or log in to the Metro Bank app and go to 'My Details' in the Settings menu.

** Magic Words expire after 30 days, so you may need to request a new one. Just visit a store or call 0345 0808 500. You'll usually get your Magic Word in the post in five working days.

*** You may be charged for your call, depending on whether you use a landline or mobile, and based on the tariff charged by your provider.

Find out more on our website

For more info on how you can bank with us, go to metrobankonline.co.uk/ways-to-bank or visit metrobankonline.co.uk/support for more help.

We would like to hear from you

If you have any questions or feedback about the changes, please contact us.



Call us on:

0345 0808 500 if you're
a personal customer

0345 0808 508 or speak to your
Local Business Manager if you're
a business customer



Visit us in store



Write to:

Dan Frumkin (Chief Executive Officer)
Metro Bank PLC
One Southampton Row
London
WC1B 5HA

We'll share feedback we've received from customers and the local community before we change the store hours. You'll be able to pick up an updated impact assessment which will have details on how we're helping our customers with alternative ways to bank.

After the store hours change, you'll be able to find all the information online at metrobankonline.co.uk/store-locator/latest-store-opening-hours/

If you need this impact assessment in another format, such as large print, braille or audio CD, please contact us.

Glossary

An explanation of the terms we've used in this booklet:

| | |
|---|---|
| Business and commercial banking customer | A Metro Bank customer who currently uses a business, commercial, community, foreign currency or insolvency partner account, a business or premium client deposit account, a business credit card, business or commercial loan, or has an invoice or asset financing arrangement. |
| Impact assessment | A process for carrying out an assessment of the impact of a proposed change, consulting with affected stakeholders and customers. |
| Magic Word | You would have set up your Magic Word or received it in the post when you opened your account. Magic Words expire after 30 days, so you may need to request a new one. Just visit a store or call 0345 0808 500 . You'll usually get your Magic Word in the post in five working days. |
| Personal banking customer | A Metro Bank customer who currently uses one or more of our retail products; for example, a personal current or cash account, personal savings account, mortgage, personal loan or a personal credit card. |
| Regular store user | A customer who uses a store 6 or more times in 12 months. |
| Transactions | Using the counter in store to move money in or out of an account. This includes cash withdrawals, deposits, and paying in cheques. |
| Ways to bank with us | The range of ways to bank with us, including our App, Online Banking, telephone banking, and visiting a store. |

This booklet was published in January 2024 using data sourced in December 2023.