



We're saying goodbye to this store on 17 June 2022, but we're still here for you

It's now almost time to close our Windsor store. Here's all the information on who we have contacted about this, and how we have helped them ahead of the store closing.



Communicating this change to customers

We appreciate that closing the Windsor store will impact our customers and the local community, and that's why we wanted to understand how people are affected, so we can continue to offer the best service possible. When we announced our decision to close the Windsor store on 23 February, we wrote to all our customers who regularly use the store or live near it, as well as customers who have a Safe Deposit Box there.

We explained why we are closing the Windsor store, and how we came to this decision. We provided customers with details of how they can continue to bank with us, and encouraged those who may need additional help and support to reach out to us, so we can help them through this change.


We sent two more reminders to the impacted customers, to further encourage them to contact us if they need any additional help or support before the store closes.


Since we announced our intention to close Windsor, we have called all of our customers who we thought may have needed additional help from us. We also invited customers with a Safe Deposit Box to arrange collection of their valuables, and offered them help to request a new box at another store – at no extra cost – if they wish.


Supporting our customers and communities


We have done all of the things we committed to doing when we published our first impact assessment.


Here's what we have done:


 Contacted the local MP for the constituency this store is in, and other community leaders, to explain our decision and hear their feedback


 Set up an additional support team to answer questions and help customers register for Online Banking and our App


 All staff at Windsor received tailored training to ensure they could support customers who needed additional help finding other ways to bank


 Helped customers register for Online Banking and the Metro Bank App, and set business and commercial customers up with our Post Office® banking services

 Attempted to contact all impacted customers at least three times to let them know their store is closing and how we can help

 Invited customers to call, visit or email us if they need additional help and support

 Arranged for colleagues who worked at Windsor to transfer to nearby stores, where they will continue to serve our customers

 Attempted to contact all of our customers who have a Safe Deposit Box at Windsor at least three times by phone call and three times by either email or letter, to explain how to arrange collection of their valuables, and request a new box at another store at no extra cost

 Helped many customers to move their Safe Deposit Box to an alternative store of their choice already

The feedback we received

Key business and community contacts we spoke to:

- Two local accountancy firms – we discussed their customers switching to using our Slough store, and this went well.
- Windsor & Maidenhead Chamber – they understand the reason for the store closure. Our Local Director in Windsor is part of the Chamber and sits on the board. The Chamber will hold a networking meeting in Slough after the closure of Windsor.

Customer feedback in store:

- Some customers are upset that we are closing and leaving the high street, as many other local businesses are also closing down, and the high street is no longer the heart of the community it once was. We've helped these customers to register for alternative ways to bank with us, and given them the details of their nearest alternative stores – all of which are active in the communities they serve.

- The regeneration team at the Royal Borough of Windsor and Maidenhead, who would have preferred that the store remain open. We introduced the Councillors to our Windsor Local Director, who will be transferring to our Slough store. They took comfort in our continuity plan, and were satisfied with our measures to support our customers.

- There were concerns about the availability of staff to assist when customers came to open a new Safe Deposit Box at a different store. We have been able to help these customers open a new Safe Deposit Box in their chosen store.

Other ways to bank with us

We know some of our customers may need additional support to continue with their day-to-day banking, and we're here to help them however we can. Customers can still continue to bank with us at any Metro Bank store. The nearest stores to Windsor are Slough and Staines.

For quick step-by-step help with Online Banking or using our App, check out our guides at **metrobankonline.co.uk/online-banking**



Our App

You can use our App 24/7 for most of your banking needs.

Instantly block, unblock or cancel your debit and credit cards, or order a replacement card if you need to.

You can download our App from the Apple App Store or Google Play. You'll need your 12-digit customer number, a Magic Word, and the last four digits of your mobile number to activate it.



Online Banking

You can use Online Banking 24/7 to view your statements, make payments and open new accounts.

If you haven't signed up for Online Banking yet, go to **metrobankonline.co.uk/online-banking**

You'll need your 12-digit customer number, a Magic Word, and the last four digits of your mobile number to activate it.



Telephone banking

You can 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 0345 08 08 500 to get set up – you'll need your 12-digit customer number and Magic Word.

For our latest contact centre opening hours, go to **metrobankonline.co.uk/get-in-touch**

We're still here to help

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.

If you're a business customer, please call **0203 402 8969** or contact your Relationship Manager.

We would like to hear from you

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



Email us at
windsor.enquiry@metrobank.plc.uk



Call us on
0203 402 8969



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



Visit us in store

After this store closes, you'll be able to find all the information online at **metrobankonline.co.uk/store-closures**
If you need this communication 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 customers	Metro Bank customers who currently use 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 have an invoice or asset financing arrangement.
Regularly use a store	When a personal, business or commercial banking customer transacts in a store three or more times in a six-month period, and does not use any other store or alternative way to bank.
Impact assessment	A process for carrying out an assessment of the impact of a proposed change, consulting with affected stakeholders and customers and presenting the findings.
Impacted customer	Any Metro Bank customer who lives within a 2.5-mile radius of the impacted store, OR who has transacted at the store at least once in 2021 or three times or more in 2019 or 2020, OR who has a Safe Deposit Box at the store.
Transaction	An in-person request to move money in or out of an account over our counter including a cash withdrawal or deposit, and paying in cheques. Includes transactions by personal, business and commercial banking customers.

