



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

Our Windsor store is closing, but you'll still be able to bank with us at our other stores.

Here's all the information on why we've made this decision, and the other ways you can bank with us in future.



Key information

This store will be closing its doors on 17 June 2022.

Where will my nearest Metro Bank store be?

As always, you can visit any of our stores to do your banking. All our stores offer the same great banking services including **counter services, Safe Deposit Boxes, Magic Money Machines, cash machines, and personal and business banking** support to help customers with their everyday financial needs. This is where you'll find your nearest stores:



Store	Metro Bank Slough	Metro Bank Staines
Address	2-24 Farnham Rd, SL1 3TA	Two Rivers Retail Park, TW18 4DP
Opening hours	Monday to Saturday 8.30am to 6pm, Sunday 11am to 5pm	Monday to Saturday 8.30am to 6pm, Sunday 11am to 5pm
Distance	2.3 miles	5.4 miles
How you can get to this store	There are regular buses and trains between Windsor and Slough, with a journey time of around 20 minutes.	There are regular buses and trains between Windsor and Staines, with a journey time of around 40 minutes.
	Please visit www.rbwm.gov.uk for up-to-date travel information and services	
Website	metrobankonline.co.uk/slough	metrobankonline.co.uk/staines

Our normal store hours are Monday to Saturday from 8.30am to 6pm, and Sundays and bank holidays from 11am to 5pm. In order to keep supporting our customers during the COVID-19 pandemic, some of our stores

may have temporarily changed their opening hours. For the full list of stores and current hours please go to metrobankonline.co.uk/store-locator

Where are the nearest free cash machines?

Location	Address	Distance
Halifax	26 Peascod St, Windsor SL4 1DU	0.1 miles
Barclays	29-30 High St, Windsor SL4 1LN	0.1 miles
HSBC	25 High St, Windsor SL4 1LN	0.1 miles

Where are the nearest Post Offices? (For our business and commercial customers)

Location	Address	Distance
Windsor	38-39 Peascod St, Windsor SL4 1AA	0.0 miles
Upper Vale Road	Upper Vale Rd, Windsor SL4 5JR	0.1 miles
Dedworth Green	295 Dedworth Rd, Windsor SL4 4JS	0.8 miles

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

If you have a business or commercial account with us and want to sign up to our Post Office partnership, simply call us on 0345 08 08 508 or visit us in store, and we'll give you everything you need to get started.

How can I continue banking with Metro Bank?

As well as our stores, there are many different ways you can bank with us and get the same great service. You can use Online Banking or our 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 assist you. To find out more, turn to page 6 in this booklet or go to metrobankonline.co.uk/ways-to-bank

Why we're closing the Windsor store

Why we made the decision

We do banking differently and believe that all our customers deserve a great experience when banking with us. This is why our stores are important to us, and we pride ourselves on being the first new high-street bank in over 100 years. We're a community bank that puts our customers at the heart of everything that we do. Our colleagues go above and beyond to offer exceptional service, and we've introduced new products to meet the needs of more of our customers. We value the relationships with local residents and businesses that our stores enable us to create.

We are committed to becoming the UK's best community bank and to having stores in major towns and cities across England and Wales. In 2020-21 we opened stores in seven new locations – and our Leicester store will start welcoming customers soon. We haven't closed any stores since we launched almost 12 years ago.

We sometimes need to make tough decisions, to be certain that we are investing in the right services and right locations to continue to meet the needs of our customers and communities. Sometimes, near to stores that are less well used, there are alternative stores that are convenient for more of our customers.

Windsor opened in December 2013, following successful store openings in nearby Staines, Reading and Slough. The Windsor store has always been quiet, compared to these three nearby stores that are all better placed in the heart of their local communities, with good public transport links and parking. Windsor town benefits from the high level of tourists and shoppers who visit, but we have discovered that our stores work best where we can serve local residents and businesses.

This has led us to take the decision to close our Windsor store.

How we came to our decision

The main reason why we're closing this store:

Our busier Slough and Staines stores are both located within a few miles of Windsor so the catchment areas of these stores overlap a great deal. Since we opened Windsor in December 2013, its location away from main residential areas has meant it's consistently been one of our quietest stores.

The percentage of customers exclusively using Windsor has not significantly changed in the last three years¹, and has remained consistently low since before the pandemic.

Over the past few years Windsor customers have increasingly sought alternative ways to bank in addition to using this store²

However, before we make any decisions about an individual store, we must think carefully about our customers. There are many things to consider, but our customers are our priority. We look at how many customers we serve, the products they use and the ways they usually choose to bank with us, to ensure that the impact on them is as minimal as possible. We particularly assess the impact of our decisions on customers who may need additional support. We believe that closing this particular store, whilst a tough decision, is the right choice because:

We continue to invest in our stores and we remain committed to the high street, but we have to make sure we are investing in the right locations. Letting go of Windsor will enable us to focus on our nearby stores which are located in areas with more personal and business customers.

All our customers who have a Safe Deposit Box at Windsor will be able to move their valuables to a new box at an alternative store, at no extra cost.

We are also committed to ensuring that any customers who need additional support are able to access this through our stores or contact centres.

¹% impacted customers who exclusively used Windsor store 3 times or more: 2019 (pre-COVID-19) 9.2%, 2020 9.1%, 2021 10%. Data correct as of September 2021 and represents personal, business and commercial banking customers who exclusively transacted in the store 3 times or more in the first half of each year.

² 69% of customers have visited other stores or used Online Banking, our App, or telephone banking. Data correct as of September 2021 and represents personal, business and commercial banking customers who transacted in the store in H1 2019 (pre-COVID-19) and who also used alternative stores or channels during that period.

Supporting our customers and communities

We Appreciate that closing the Windsor store will impact our customers and the local community, which is why we want to understand how people are affected and continue to offer the best service possible.



We'll be contacting your local MP and other community leaders to explain our decision and to hear feedback.



We will be making communications such as this impact assessment, posters and other leaflets available in store and online to let people know that the store is closing. We will gather feedback during the closure period and will update the impact assessment two weeks before the store closes.



We will be contacting all impacted customers to let them know their store is closing and how we can help.



We will have additional colleagues on hand to support customers through the change, answering questions and helping customers to register for Online Banking and our mobile App.



We will be contacting customers who exclusively used the store three times or more, and who we have identified as potentially needing additional assistance, to help them make the move to our other stores or find other ways to bank.



We'll let customers who have a Safe Deposit Box know how to arrange collection of their valuables, and how to request a new safe deposit box at an alternative store.



We are inviting customers to call, visit or email us if they need additional help and support.

Other ways to bank with us

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 App Store or Google Play Store. You'll need your 12-digit customer number, a Magic Word (to activate the service), and the last four digits of your mobile number.



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 (to activate the service), and the last four digits of your mobile number.



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



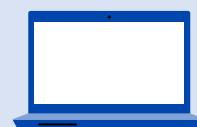
Call us on **0203 402 8969**



Visit us in store



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



Or go to metrobankonline.co.uk/ways-to-bank/

We'll share feedback we've received from customers and the local community before we close the store. We'll be updating this impact assessment with details on how we're helping our Windsor customers with alternative ways to bank.

After this store closes, you'll be able to find all the information online at metrobankonline.co.uk/windsor

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:

Alternative ways to bank	The range of flexible options for banking services offered to customers – e.g. Online Banking.
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.
Exclusive use	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.
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.
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.

