

THE ALDEBURGH SOCIETY

(Registered Charity Number 262239)

12 December 2018

Ms Kathryn Kitson
Community Banking Director Norfolk and Suffolk
Barclays
Leicester LE87 2BB

Dear Ms Kitson

Closure of Barclays Branch in Aldeburgh

I am President of the local civic society in Aldeburgh Suffolk. The Society has over 400 members many of whom are elderly. Most of them probably bank with Barclays as it is the only bank left in the town. In addition, most businesses in our High Street also bank with Barclays and pay cash in and draw cash out at the Aldeburgh branch.

We object strongly to the proposed closure of this branch. You state in your letter about the closure that customers can use online banking, your branch in Leiston which (for now?) remains open, or the Post Office. This will affect many of your customers adversely for the following reasons:

1. Many of your customers will never be able to use online banking as they will be unable to learn due to infirmity. Some will also be unwilling to learn due to concerns about phishing and fraud.
2. Many of your customers will be unable to travel to Leiston as this is very difficult if you cannot drive.
3. You state that some banking services (e.g. paying in cheques, withdrawing and depositing cash) will be available at the Post Office. The Post Office is quite small and if Barclays' business and personal customers were to use it there would not be enough room to handle the numbers of staff and customers.

We are also very concerned at the proposed closure of the cash-dispenser. It is the only one in the centre of the Town which is open 24 hours a day 7 days a week. The one inside the Post Office can only be used when the Post Office is open. A busy holiday town like Aldeburgh needs a 24 hours cash facility in its High Street where for example all the shops, restaurants and cafés are open on a Sunday.

For the reasons above we request that Barclays reconsider its proposal to close of the branch and remove Aldeburgh's only 24 hour ATM services in the High Street.

I look forward to hearing from you.

Yours sincerely



Tony Bone
Anthony V W Bone - President Aldeburgh Society,
Cob House, Saxmundham Rd, Aldeburgh IP15 5PD