



Building Society

We're closing our Sidecup branch. But it's not goodbye.

Thursday 8 July 2021

Even though we're leaving **Sidcup**, we'll still be here for you



Key information

This branch will be closing its doors on Thursday 8 July 2021.

Where is the nearest cash machine?

Halifax
66 High Street
Sidcup
DA14 6DS
Distance: 50 metres

Where is the nearest Post Office?

170 Halfway Street
Sidcup
Kent
DA15 8DL
Distance: 1.16 miles

Where are our nearby branches?

Nationwide Eltham
156 Eltham High Street
Eltham
SE9 1BJ
Tel: 0345 266 0271
Distance: 3.3 miles
[More details](#)

Nationwide Bexleyheath
152-154 Broadway
Bexleyheath
DA6 7DW
Tel: 0345 266 0252
Distance: 3.9 miles
[More details](#)

How can I continue banking?

Just because this branch is closing it doesn't mean you're on your own. You can use our Internet Bank, which you can use safely and securely, 24 hours a day. To find out more, go to [nationwide.co.uk](https://www.nationwide.co.uk)



Alternatively you can use our [Banking App](#)



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Nearby branches

Once Sidcup branch has closed on Thursday 8 July 2021, you'll find us at one of our nearby branches.

If you do need to visit us, please make sure you follow current social distancing guidelines to keep everyone safe.

Please visit the [London Borough of Bexley website](#), for transport options and information.

Nearby branches - Eltham and Bexleyheath

Nationwide Eltham
156 Eltham High Street
Eltham
SE9 1BJ
Tel: 0345 266 0271
Distance: 3.3 miles

Nationwide Bexleyheath
152-154 Broadway
Bexleyheath
DA6 7DW
Tel: 0345 266 0252
Distance: 3.9 miles

Coronavirus update -

Being an essential service, most of our branches have stayed open during lockdown.

As the lockdown rules are gradually easing, we can begin to welcome you back into our branches.

Naturally, any ongoing guidance around social distancing and mask wearing must be followed, to keep us all safe.

You can check the opening times and status of your nearby branches by visiting nationwide.co.uk/branchfinder

Managing your banking from home

Coronavirus update -

Even though some aspects of the lockdown are being eased, we'd like to remind you that our Internet Bank and Banking app are still the most convenient way of accessing a wide range of services.

Registering for our digital banking services is a quick, easy and safe way to stay in control of your money, whatever the circumstances today and in the future.

[Register for Internet Banking](#)

[Discover our Banking app](#)



Why we're closing

Why we've made the decision to close

At Nationwide, our branches are important to us. They're at the heart of your Society and we know you value the face-to-face service they offer.

But it's more than that. We were founded by like-minded people coming together to help each other to save and buy homes of their own. They built communities together and our branches were a vital part of those communities. As they still are.

Which is why we're so committed to our branch network and we'll always do our best to keep our branches open. In fact, we've made a promise to every town and city in the UK that has a Nationwide branch that you'll still have a branch until at least January 2023.

But there are some towns and cities where we have more than one branch. And where we have more than one branch serving a community, we will always have to consider the future of the most underused branch and whether it makes sense to keep it open. Unfortunately, that's what's happened in the case of **Sidcup**.

How we came to the decision

There are many we have to consider when we're looking at closing a branch. And it's never a decision that's taken lightly.

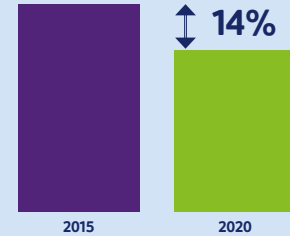
First, we look at how it's being used: how many members have visited over the past five years prior to Covid, how the branch is being used and what other ways those branch members have been choosing to bank with us. Even before the coronavirus changed so much of our day-to-day lives, this branch was not being used by enough members to make it viable.

Next, we consider what's the best use of the Society's money for all members. As we said before, this branch is being used by fewer and fewer people every year. But the day-to-day running costs keep rising. When a branch costs your Society more money than it returns, we have to act for the benefit of every member.

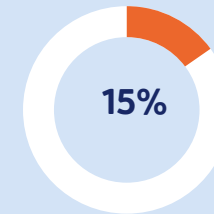
We're also finding more and more members are turning to alternative ways to look after their money with us, like our online bank, Banking app and Telephone Banking services. These services require significant investment to maintain them. So, we have to spend fairly and in a way that benefits all our members' different needs.

Finally, we look at the local community and the surrounding branches available. In the case of **Sidcup**, we have **four** branches within a **5 mile** radius.

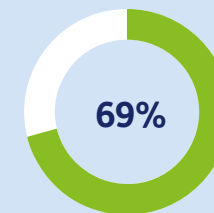
Fall in branch transactions



% of members exclusively using Sidcup



% of Sidcup members registered for online banking

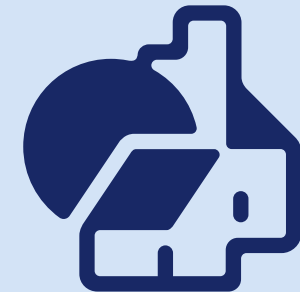


Please note that the data was gathered pre-lockdown.

Important information

We're part of something called the 'Access to Banking Standards', which means that if ever we do close branches, we do so responsibly. The overarching principle of the standard is:

"Customers and relevant stakeholders of a bank branch that is closing will be provided with clear, understandable, accessible documentation and information about that specific closure as soon as the bank is able to do so, also what it will mean for them and how they can continue to bank following its closure."



Working with our communities

Even though we know it's the best thing to do, we do appreciate that closing our Sidcup branch will affect the local community. Which is why we're working to understand the impact of closing the branch and how we can ensure we're still offering our members the very best service.



We'll share any feedback we've received before we close the branch.



We're here to help

How to get in touch with us about this branch closure



If you want to speak to someone about this branch closure our Regional Director **Heather.Hazley** will be more than happy to help.

[Heather.HazleyOffice@nationwide.co.uk](#)

Or give us a call on **0345 266 0627**

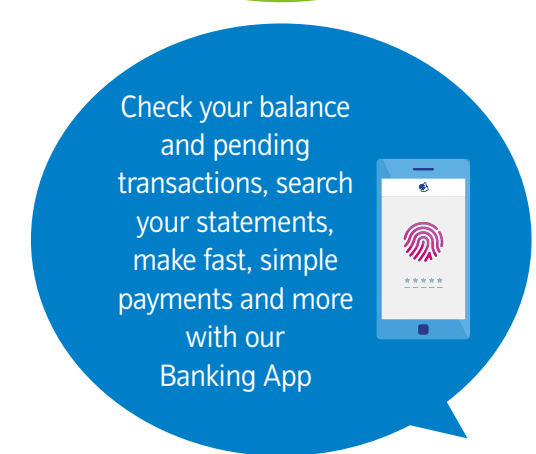
Ways to continue banking



Want to chat to us without having to travel? Or are you on the move and need to speak to someone? No problem, give us a call on 03457 30 20 11



Want to sort it all out from the comfort of your own home? Just log on to Internet Banking on [nationwide.co.uk](#) which is available 24/7



Check your balance and pending transactions, search your statements, make fast, simple payments and more with our Banking App

Your Feedback

Member Feedback



You said:

Sidcup is in a borough not a village so therefore you are breaking the branch promise

Our response:

We are committed to our branch network and we'll always do our best to keep our branches open. We have made a promise to keep a branch in every town and city in the UK that currently has one. As Sidcup is within the borough of Bexley this does live up to the promise that we made.



You said:

We have a concern about elderly members having to travel to Bexleyheath

Our response:

When deciding whether to close a branch. We look at the local community, the surrounding branches available and the percentage of members using the branch exclusively. Only 15% of Sidcup members use the branch exclusively. And, we will still have 4 branches within a 5 mile radius, including Eltham and Bexleyheath.



You said:

We have a concern that Nationwide will no longer be in the community

Our response:

We're absolutely committed to the community and will continue to be here to support you with any needs that you have. Including in one of our four branches which are within a 5 mile radius of Sidcup branch.

Stakeholder Feedback

We received no feedback from stakeholders on the closure of **Sidcup** branch

Who we contacted



Your local MP



Your constituency London Assembly Member



Your local representatives from the London Borough of Bexley



Age UK

We received no feedback about the closure

What next?

Sidcup branch will close on **Thursday 8 July 2021**

We've considered all the feedback we've had from stakeholders and members about the branch closure. But unfortunately, some branches are simply used much less than others, so we have to make the difficult decision to close them.



Glossary

Our whole membership	You're a member if you have a current account, mortgage or savings account with us.
Branch members	<p>Exclusive: Members who have used this branch more than twice in the last 12 months.</p> <p>Preferred: Members who have either used this branch for 50% of their transactions, or have used three or more branches but used this one most recently.</p> <p>Other: Members who have carried out transactions at this branch but don't fall into the 'exclusive' or 'preferred' categories.</p> <p>This is based on people carrying out financial transactions at the counter or using the cash machine inside the branch.</p>
% decline in branch usage over 5 years	The percentage change in transactions carried out at our counters between 2015 and March 2020. We chose this timeframe to provide a full 5 year review prior to the impact of the pandemic.
Branch member demographic	This shows the members who use this as their main branch, segmented by their current age that we have on our records.
Post Office	Nationwide Current account members can withdraw cash at the Post Office.
Access to Banking Standards	This sets out best practice guidelines for banks considering closing branches or reducing opening hours significantly. To find out more you can visit lendingstandardsboard.org.uk/other-voluntary-standards/access-to-banking-standard
Transactions	In this instance, transactions refers to over the counter transactions only.

