



Building Society

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

**Thursday 30 September 2021**

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



# Key information

This branch will be closing its doors on Thursday 30 September 2021.

## Where is the nearest cash machine?

Natwest  
34 High Street  
Cheadle  
SK8 1AP  
Distance: 80 metres

## Where is the nearest Post Office?

2 Old Rectory Gardens  
Wilmslow Road  
Cheadle  
SK8 1BY  
Distance: 30 metres

## Where are our nearby branches?

Nationwide Stockport  
55 Great Underbank  
Stockport  
SK1 1NF  
Tel: 0345 266 0788  
Distance: 3.3 miles  
[More details](#)

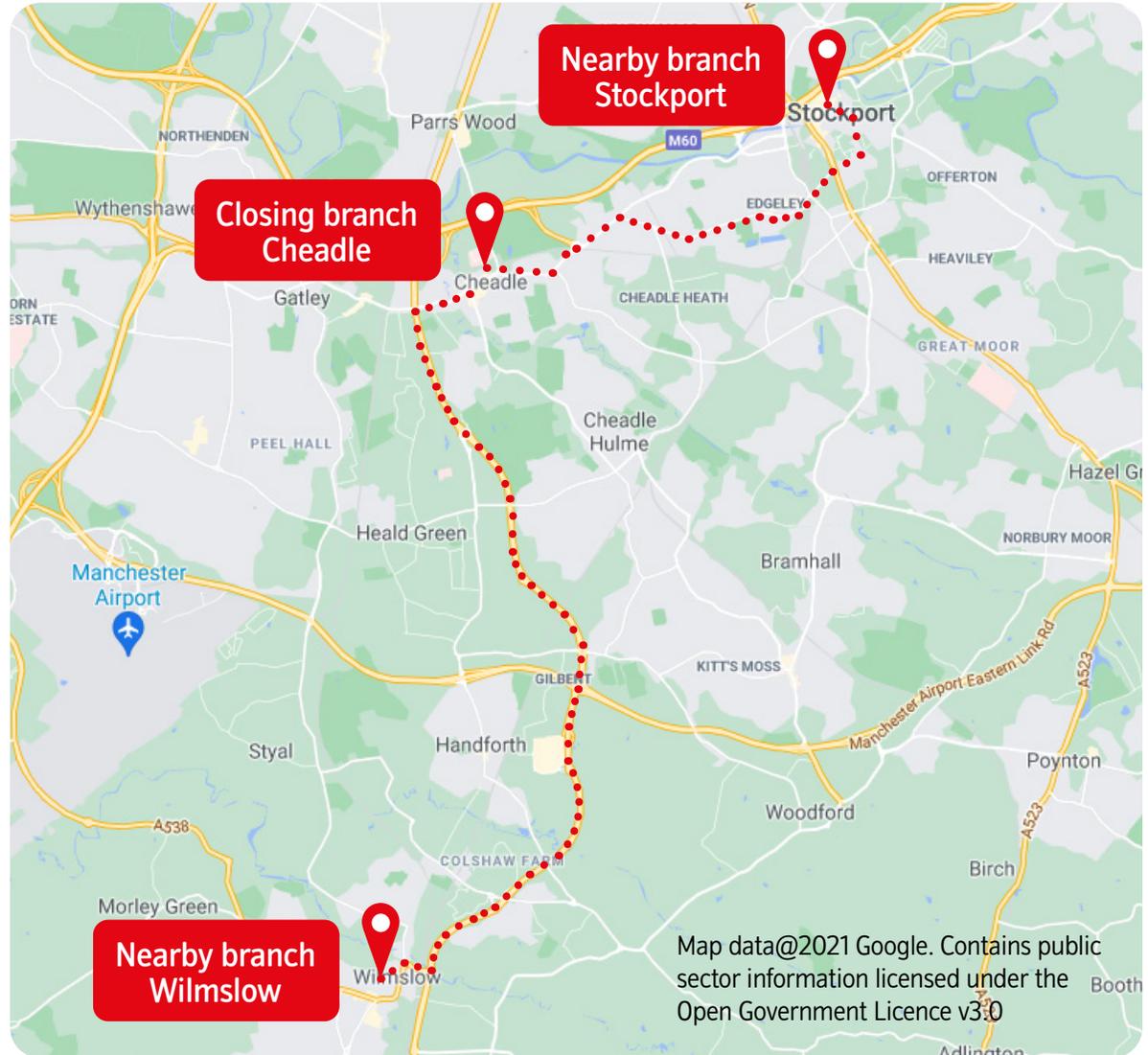
Nationwide Wilmslow  
5-7 Grove Street  
Wilmslow  
SK9 1DU  
Tel: 0345 266 1427  
Distance: 6.6 miles  
[More details](#)

## 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://nationwide.co.uk)



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



# Nearby branches

Once Cheadle branch has closed on Thursday 30 September 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 [Transport for Greater Manchester](#) website, for transport options and information.

## Nearby branches - Stockport and Wilmslow

**Nationwide Stockport**  
55 Great Underbank  
Stockport  
SK1 1NF  
Tel: 0345 266 0788  
Distance: 3.3 miles

**Nationwide Wilmslow**  
5-6 Grove Street  
Wilmslow  
SK9 1DU  
Tel: 0345 266 1427  
Distance: 6.6 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](https://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 situations where we have more than one branch in an area. And where we have more than one branch serving a wider 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 **Cheadle**.

## 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.

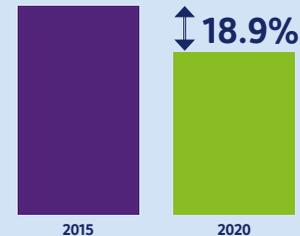
First, we look at how it's being used: how many members have visited over the past five years prior to Covid, how the branch is being used and what other ways those branch members have been choosing to bank with us. Even before the coronavirus changed so much of our day-to-day lives, this branch was 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.

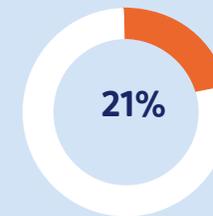
We're also finding more and more members are turning to alternative ways to look after their money with us, like our online bank, Banking app and Telephone Banking services. These services require significant investment to maintain them. So, we have to spend fairly and in a way that benefits all our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

Finally, we look at the local community and the surrounding branches available. In the case of **Cheadle**, we have **five** branches within a **6 mile** radius.

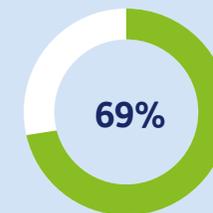
## Fall in branch transactions



## % of members exclusively using Cheadle



## % of 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 Cheadle 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 **Garry Samson** will be more than happy to help.

**[Garry.SamsonOffice@nationwide.co.uk](mailto:Garry.SamsonOffice@nationwide.co.uk)**

Or give your branch a call on **0345 266 0784**

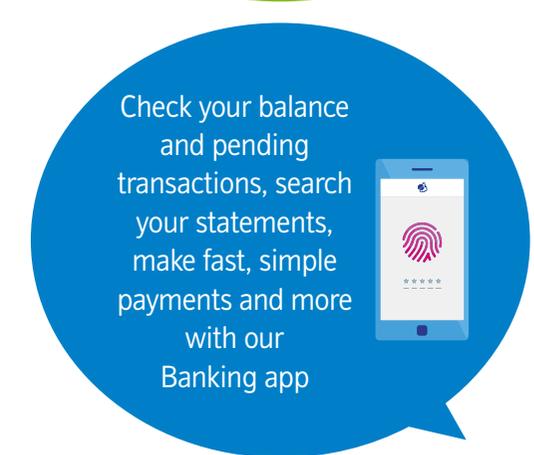
## Ways to continue banking



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](http://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	Stakeholder Feedback	Who we contacted?
<p> <b>You said:</b> There is no parking near the Stockport branch.</p> <p><b>Our response:</b> We provided details of parking near our Stockport branch.</p> <p> <b>You said:</b> What's happening with the branch employees?</p> <p><b>Our response:</b> No employees are leaving the Society, they have all been offered another role. A few employees will be transferring to our Stockport branch.</p> <p> <b>You said:</b> We feel your advertising campaign where you promised to keep a branch open in every town and city until at least January 2023 was misleading.</p> <p><b>Our response:</b> As Cheadle forms part of the Metropolitan Borough of Stockport, we are not breaking our promise. We continually review our branch network to ensure we are in the right places for the majority of our members, and as a mutual building society, we have a duty to spend our members' money wisely.</p>	<p>We received no feedback from stakeholders on the closure of <b>Cheadle</b> branch</p>	<p> <b>Your local MP</b></p> <p> <b>Your local councillors at Stockport Metropolitan Borough Council</b></p> <p> <b>Age UK</b></p> <p>We received no feedback about the closure</p>

## What next?

**Cheadle** will close on **Thursday 30 September 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><b>Exclusive:</b> Members who have used this branch more than twice in the last 12 months.</p> <p><b>Preferred:</b> 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><b>Other:</b> 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 <a href="https://lendingstandardsboard.org.uk/other-voluntary-standards/access-to-banking-standard">lendingstandardsboard.org.uk/other-voluntary-standards/access-to-banking-standard</a>
Transactions	In this instance, transactions refers to over the counter transactions only.

