



Building Society

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

Thursday 19 May 2022 at 2pm

Even though we're leaving Palmers Green, we'll still be here for you



Key information

This branch will be closing its doors at **2pm** on **Thursday 19 May 2022**.

Where is the nearest cash machine?

Barclays
2-4 Aldermans Hill
Palmers Green
N13 4PH

Distance: **0.03 miles**

Where is the nearest Post Office?

Post Office
364 Green Lanes
Palmers Green
N13 5XL

Distance: **0.26 miles**

Where are our nearby branches?

Nationwide Wood Green
25 High Road
Wood Green
London
N22 6BH

Tel: **0345 266 0242**

Distance: **2.0 miles**

[More details](#)

Nationwide Muswell Hill
203 Muswell Hill Broadway
Muswell Hill
London
N10 3RQ

Tel: **0345 266 0236**

Distance: **2.8 miles**

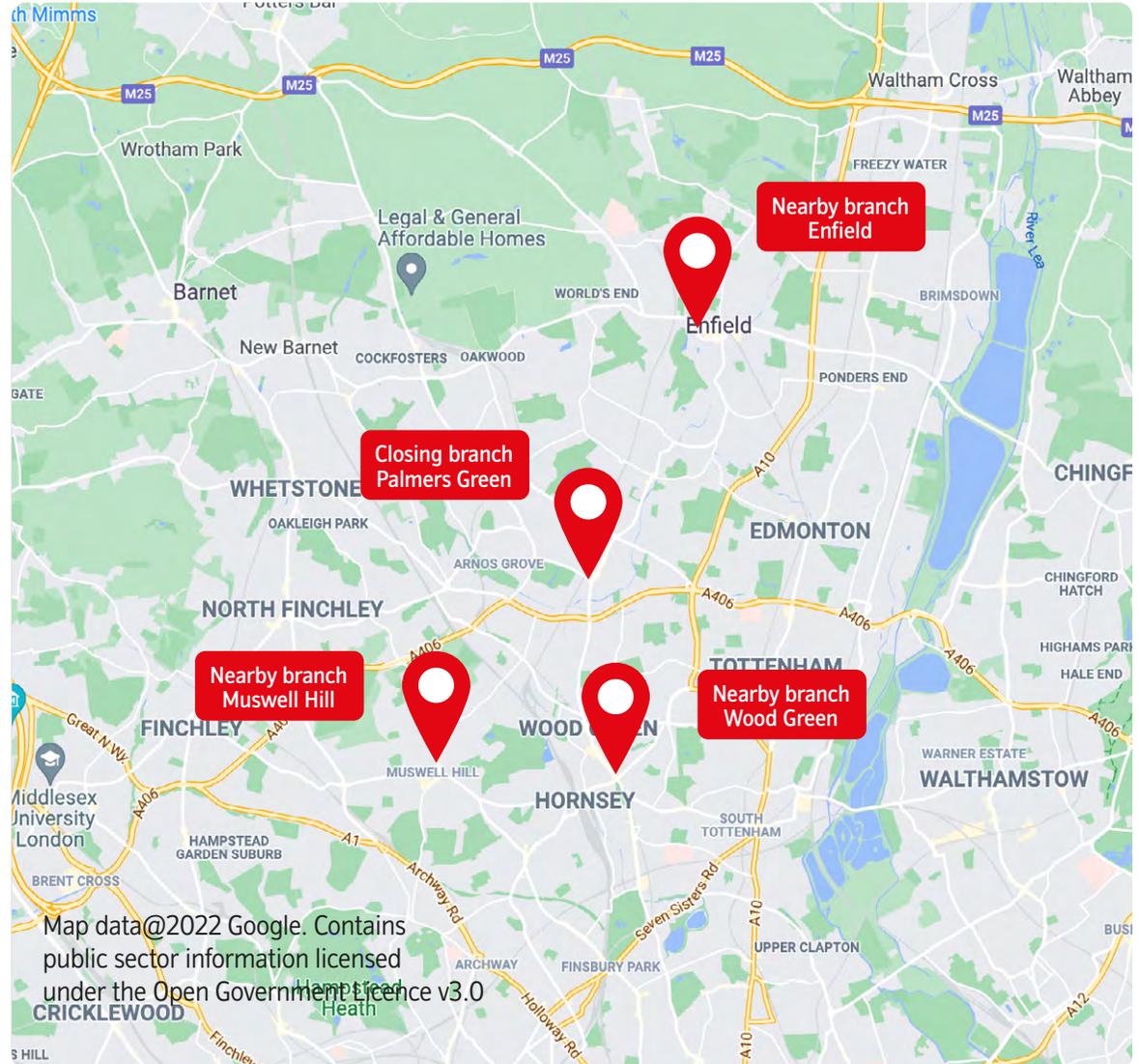
[More details](#)

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



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



Nearby branches

Once **Palmers Green** branch has closed on **Thursday 19 May 2022**, 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 London](#) website, for transport options and information.

Nearby branches - Wood Green and Muswell Hill

Nationwide Wood Green 25 High Road Wood Green London N22 6BH Tel: 0345 266 0242 Distance: 2.0 miles	Branch opening hours:		
	Monday	9.00am	4.30pm
	Tuesday	9.00am	4.30pm
	Wednesday	10.00am	4.30pm
	Thursday	9.00am	4.30pm
	Friday	9.00am	4.30pm
	Saturday	9.00am	12.00pm
	Sunday	Closed	
Branch is closed on Bank Holidays			

Nationwide Muswell Hill 203 Muswell Hill Broadway Muswell Hill London N10 3RQ Tel: 0345 266 0236 Distance: 2.8 miles	Branch opening hours:		
	Monday	9.00am	4.30pm
	Tuesday	9.00am	4.30pm
	Wednesday	10.00am	4.30pm
	Thursday	9.00am	4.30pm
	Friday	9.00am	4.30pm
	Saturday	Closed	
	Sunday	Closed	
Branch is closed on Bank Holidays			

Managing your banking from home

During the pandemic, many people found that our Internet Bank and Banking app were a convenient and safe way of accessing a wide range of services. And they still are.

Registering for our Internet Bank and Banking app is quick and easy. And if you like, you can join one of our free online events to learn all about managing your money digitally.

[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 2024.

But there are some instances where we have more than one branch serving a community. 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 **Palmers Green**.

*Definition of town or city derived from the Ordnance Survey and Royal Mail.

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.

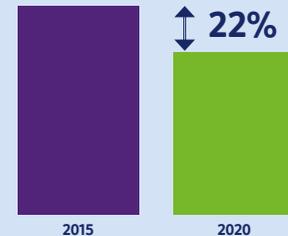
First, we look at how it's being used: how many members have visited over the past five years, how the branch is being used and what other ways those branch members have been choosing to bank with us. Even before the pandemic changed so much of our day-to-day lives, this branch was not being used by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

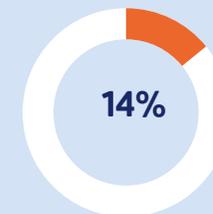
We're also finding more and more members are turning to alternative ways to look after their money with us, like our online bank, Banking app and Telephone Banking services. These services require significant investment to maintain them. So, we have to spend fairly and in a way that benefits all our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

Finally, we look at the local community and the surrounding branches available. In the case of **Palmers Green**, we have **five** branches within a **4 mile** radius.

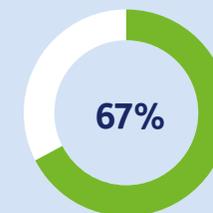
Fall in branch transactions



% of members exclusively using Palmers Green



% of Palmers Green members registered for online banking



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 **Palmers Green** 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 **Andrew Westhead** will be more than happy to help.

Andrew.WestheadOffice@nationwide.co.uk

Or give your branch a call on **0345 266 0220**

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

Want to pay in a cheque without having to visit a branch? Just search 'Help with cheques' on nationwide.co.uk to find out how to pay in cheques by post



Want face-to-face without having to travel? Our video appointment service enables you to chat face-to-face, from the comfort of your home on mortgage planning, investments and understanding equity release. You can made an appointment by giving us a call on **0345 30 20 10**.



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> You said: Palmers Green branch is in a convenient location.</p> <p>Our response: We provided details of local bus routes, transport links and parking for our nearby branches.</p> <p> You said: We're sad to see that the branch is closing.</p> <p>Our response: We provided details of why we're closing Palmers Green branch.</p> <p> You said: We'll have to travel further to pay in a cheque.</p> <p>Our response: We provided details of how cheques can be posted to a branch for processing.</p>	<p>You said: Your local MP wanted to know how we would continue to support members for whom English is not their first language.</p> <p>Our response: We ensured that all members who have English as a second language were contacted by someone in branch who spoke their preferred language so they could fully understand the changes made.</p> <p>Colleagues in nearby branches speak a range of languages, including Greek, Italian, Bulgarian, Albanian, Yoruba, and Turkish – and our Enfield Senior Branch Manager is aware of the language needs of members who formerly used the Palmers Green branch.</p>	<p> Your local MP We met with your local MP on 4 March 2022 to discuss the closure.</p> <p> Your local councillors We wrote to all three local councillors in the Palmers Green Ward. We received no feedback about the closure.</p> <p> Age UK We received no feedback about the closure.</p>

What next?

Palmers Green will close on **Thursday 19 May 2022** at **2pm**

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.
Post Office	Nationwide current account members can withdraw cash and make balance enquiries using their debit card and PIN at any Post Office.
Transactions	In this instance, transactions refers to over the counter transactions only such as cash deposits.
% fall in branch transactions over 5 years	The percentage change in transactions carried out at our counters between March 2015 and March 2020.
% of branch members exclusively using the branch	Members who have only used this branch more than twice in the last 12 months. This is based on people carrying out transactions at the counter or using the cash machine inside the branch, between April 2019 and March 2020.
% of branch members registered for online banking	This is based on the percentage of members who are registered for our Internet Bank in March 2020, that have used this branch as their main branch between April 2019 and March 2020.
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 www.lendingstandardsboard.org.uk/access-to-banking-standard/
Branch Member demographics	We review the age and background of members who use our branches to understand how they may be affected by our decision to close, but also to understand how demand for our branches are changing.
Vulnerable Member	This includes members who are dependent on this branch, who use no other channel or local branch and those who have accessibility and support needs.

You can receive this document and others like it in Braille, large print or on audio CD. Just call **03457 30 20 11** or visit your local branch if you'd like us to arrange this for you.

If you have any hearing or speech difficulties and use a **textphone**, you can call us via BT Text Relay, Dial **18001**, followed by the phone number you want to ring.

