

A guide to visiting a Nationwide branch

This **guide** is for **anyone** who would like to know **what to expect** before **visiting** a **Nationwide** branch.

You can **scroll** through the whole guide or use the **links** below to **go** straight to the **section**.

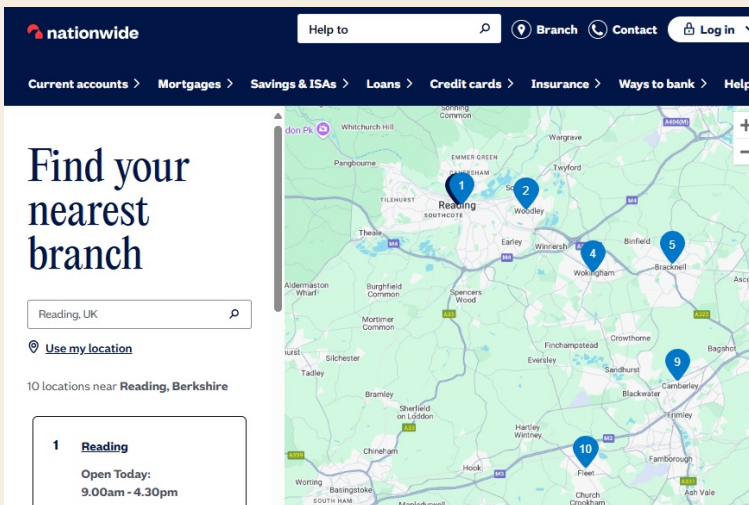
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Preparing for your visit to branch



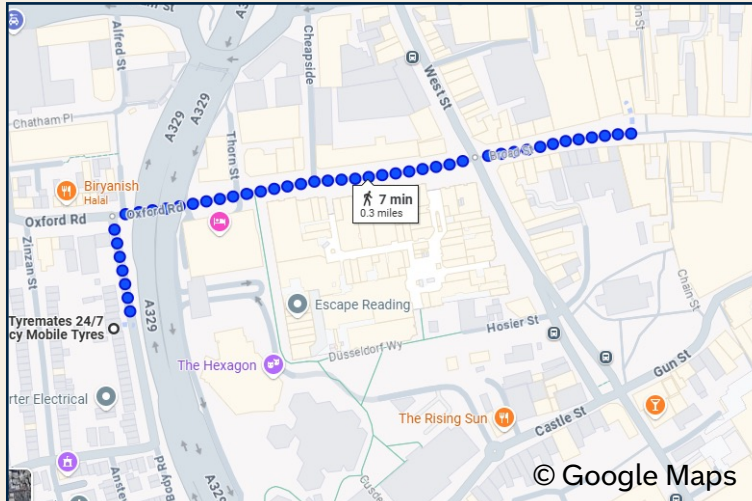
A **branch** is a Nationwide store that you can visit to **carry out** most of your **banking**.



You can use our **branch finder** to find your closest branch and check how accessible it is.

Visit [nationwide.co.uk/branchfinder](https://www.nationwide.co.uk/branchfinder)

Preparing for your visit to branch (continued)



You can go online and use **street view** to **see** the **outside** of the **branch**.

You can use **digital maps** to plan your **route** or where to **park**.



Think about what **time** you want to **visit**.

The **branch** might be **busier** at **lunchtime** or at the **beginning** of the **month**.

Preparing for your visit to branch (continued)



Bring **identification** so we know who you are.
For example, your driving licence or your
bank card.

Arriving at the branch



- We have **different** types of **branches**.
- All branches have **signs** to **show** you it is **Nationwide**.
- Some branches are big with **lots** of **desks** and **seats**.
- Some branches are **small** with fewer places to sit down.



Branch entrances can be **different**.
Most branches have **doors**, but some
branches have an **open front**.

Arriving at the branch (continued)



Most of our **doors** open **automatically**, but **some** need to be opened using a **button** or push pad.

Inside the branch



Nationwide **staff** wear a **uniform** and have a **name badge** so you can recognise them.



Some of our branches have a **host** to **welcome** you when you enter the branch.

Inside the branch (continued)



If there is no host or they are busy, you can **go** to one of the **cashiers** behind the **desks**. You may have to wait in a **queue**.



Let the **staff** know how we can support you, such as **speak slowly** or allow **extra time**.

If you have an **appointment**, **speak** to any of the **staff** and they will tell you what you need to do.

Inside the branch (continued)



If you need a **quiet space**, tell a **staff member** and they will **take** you to a **quiet area**, if one is available.

You can also ask for a break during an appointment.



If you find it **difficult** to **speak**, all branches have a set of **cards** which can **help** you have a **conversation**. You can [see what all the cards look like here](#)

Branches have other **tools** that might **help** you, for example **pen grips** or **magnifiers**. You can **ask** a member of **staff** what we have.

Inside the branch (continued)



You might be asked for **identification**, for example your bankcard.

You might also be asked **questions** about your **personal details** or account so we **know** who **you** are.



You can use the **cash machines (ATMs)** in **branch** without speaking to anyone.

You will need your **bankcard** and your **Personal Identification Number (PIN)**.

Our **cash machines** can **speak** the instructions to you. You will need **headphones** that you can **plug in** to the cash machine. If you need **help** using the cash machines, ask a member of **staff**.

Inside the branch (continued)



You can **use** the **cash machine** to:

- Check your **account balance** or get a **mini statement**.
- Withdraw **cash**.
- **Pay in** cash or a cheque, also known as a deposit.
- Change your **PIN**.
- **Unlock** your card.

Inside the branch (continued)



Branches have **lights** which can be very **bright**. You might **hear** them make a **buzzing** noise.



You might **smell** things like food, coffee, perfume or printer ink.

Inside the branch (continued)



You might **hear noise** from **outside** such as **people** or **traffic**.

Inside you might **hear** the **radio** playing or **talking**.



There might be a **queue**. People might **stand close** to you in the queue. There is a chance someone might **bump** into you by **accident**.

To make queues **easier**, **do not** stand too **close** to the person in front of you and try **not** to **stare** at people.

Remember to **move forward** when the person in front of you moves.

Making your visit easier



You can bring **ear defenders** or noise reduction **ear plugs**.



You can bring **sunglasses** or **tinted glasses** to reduce glare and brightness from the lights.

Making your visit easier (continued)



You can bring a **fidget toy** or **comfort item** with you.



If you have an **assistance dog** you are welcome to **bring** them into **branch**. They must be on a **lead**.

Branch **staff** may **ask** you **why** you have a dog in branch. Just **say** they are an **assistance dog**.

Making your visit easier (continued)



If you feel **overwhelmed** or **anxious**:

- You can **talk** to a member of **staff**.
- You can ask for a glass of **water**.
- You can ask to go to a **quiet space**.
- You can use a **communication card** or show a **note**.

If you need to, you can **leave** the **queue** until you feel better. When you are ready, you can **join** the **back** of the queue again.

5 top tips for visiting a branch



1. Plan ahead. Think about your route to the branch, what you need to bring and what might help you.



2. If you **need** extra **support**, such as time or space whilst visiting, you can **ask** the branch **staff**.

5 top tips for visiting a branch (continued)



3. You can wear a **Sunflower lanyard** or other Sunflower symbol to let staff know you may **need** additional **support**.

If you do not have a **Sunflower lanyard** but would like one, you can **ask** our branch **staff** for one.



4. You can **bring someone you trust** on your branch visit. Staff might ask for you to **confirm** it is OK to **talk** about your **money** in front of them.

5 top tips for visiting a branch (continued)



5. You can ask branch staff to **record your needs**, so they **know** when you come in next time. They will only record information with your **permission**.

**We hope this guide makes you feel more comfortable
visiting a Nationwide branch.**

**This guide has been created using feedback from Mindroom, Neuropoint
(Mindroom's Lived Experience Stakeholder Group) and Dementia UK's
Dementia at Work team and LEAP (Lived Experience Advisory Panel).**

