



Building Society

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

Friday 21 February 2020 at 3pm

We might be leaving Mitcham, but we'll still be here for you



Key information

When is this branch closing?

This branch will be closing its doors at 3pm on the 21 February 2020. You can keep using our services as normal until then.

Where is the nearest cash machine?

Halifax
8 Majestic Way
Mitcham CR4 2JS

Distance: 0.1 miles

Where are our nearby branches?

Morden

26 London Road
Morden, SM4 5DN

Tel: 0800 554 0275

Distance: 2.2 miles

[More details](#)

Tooting

18-20 Tooting High Street
Tooting, London, SW17 0RG

Tel: 0800 554 0266

Distance: 1.9 miles

[More details](#)

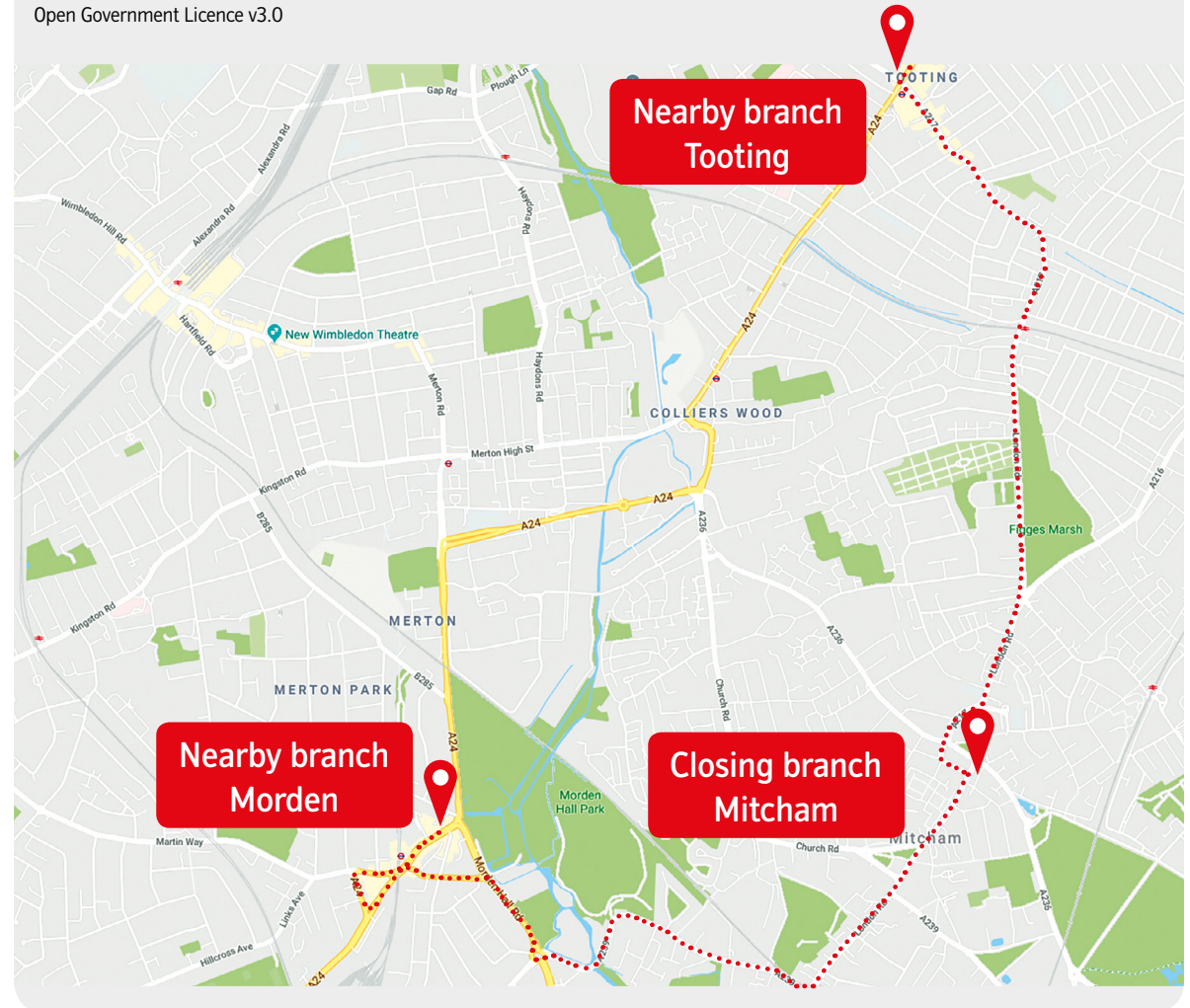
How can I continue banking?

Just because this branch is closing it doesn't mean you're on your own. Give us a call, pop into your next nearest branch or use Internet Banking. You can find all the details on the next few pages or head to nationwide.co.uk



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

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Additional information

Here is more detail about our nearby branches to Mitcham

From Mitcham to Morden

The Morden branch is just 2.2 miles away from the Mitcham branch and there's a couple of different ways to get there.

By bus

From Nationwide, walk south-east on London Road towards Elmwood Road until you get to Glebe Court (stop K). The walk will take roughly 1 minute. Take the 118 or 201 to Glebe Court (stop K) and go 10 stops to Morden (stop N) Roughly around 10 minutes. Then walk north east towards London Road for 2 minutes and destination will be on the left.

By car

To get to our Morden branch via car will take roughly 10 minutes depending on the time of day and traffic. Car parking is available at Morden Station Car Park and short and long stay options available at Sainsbury's.

By bike/walking

This option isn't suitable for everyone but it should take around 31 minutes walking and 12 minutes cycling to get to the branch.

From Mitcham to Tooting

The Tooting branch is just 1.9 miles away from the Mitcham branch and there's a couple of different ways to get there.

By bus

From Nationwide, walk north east on London Road towards Mitcham Green for roughly 4 minutes and take the following buses at Mitcham Fair Green, 280, 264, 270, 127 or 355 buses. This takes roughly 12 minutes. Then walk north west on Mitcham Road towards Longmead Road. Turn right onto Tooting High Street. Destination will be on the left.

By car

To get to our Tooting branch via car will take roughly 13 minutes depending on the time of day and traffic. Car parking is available at Euro Car Parks Limited Sainsbury's.

By bike/walking

This option isn't suitable for everyone but it should take around 39 minutes walking and 11 minutes cycling to get to the branch.



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: if you have a branch on 18 March 2019 we promise you'll still have a branch on the 31 May 2021.

But there are some towns and cities where we have more than one branch. And sometimes one of those branches is used much less than the others or will cost too much to bring up to the standards we think you deserve. Unfortunately, that's what's happened in the case of Mitcham.

How we came to the decision

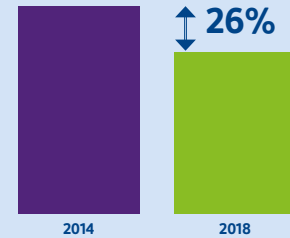
There are lots of things we have to consider when we're looking at closing a branch. And it's never a decision that's taken lightly.

Firstly, we look at how it's being used, how many members have visited in the last 12 months, what kind of transactions have been made and what other ways those branch members have been choosing to bank with us; online, on the phone or in one of our other branches.

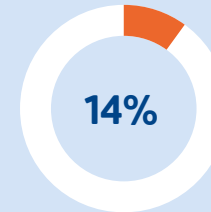
Secondly, with older branches like Mitcham, we have to think about how much money we'd need to spend on the branch to bring it up to date for our members and our colleagues. Where costs are high, we choose not to spend our members' money if there's a better alternative.

Thirdly, we look at the local community and the surrounding branches available. In the case of Mitcham, we have three branches within a three-mile radius, including our refurbished Tooting branch, which is less than two miles away.

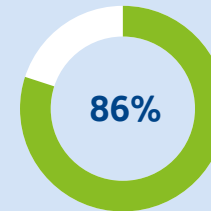
Fall in branch transactions



% of members exclusively using Mitcham



% of Mitcham members using nearby branches



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. Just so you know, the Access to Banking Standards require us to:

'Consider a wide range of data and information to assist in deciding which branches will be closed and the likely impact on customers and the local area. All proposals are approved at senior level, then at a regional level before a local project management team deliver the key tasks, within the specified timings.'



Working with our communities

Even though we know it's the best thing to do, we do appreciate that closing our Mitcham 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 Deputy Regional Director Ben Quanstrom will be more than happy to help.


Ben.Quanstromoffice@nationwide.co.uk

Or give your branch a call on **0800 554 0990**

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 0800 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 pop in for tea and a chat? Head to your next nearest branch. We'll be happy to help in any way we can and our staff are trained fully



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

We heard from some of our members when we announced we were closing Mitcham branch. Here are a few things you said:

Convenience

'I think the closure is a disgrace to how we treat our elderly and vulnerable members.'

Listening to our members

'I used to go into my local branch to teach my son how to do his banking and feel disappointed I will no longer be able to do this.'

Our ethos

'I am unhappy with how Nationwide is being run.'

Our response to your individual feedback

We replied personally to each and every person who contacted us to explain why we have decided to close this branch.

Nationwide used to be known as the Cooperative Permanent Building Society and our ethos hasn't changed. It is still to support our members; but at the same time we need to be financially strong and secure - that's so important to all our members. And managing our costs for the benefit of all our 16 million members is crucial to maintaining our financial strength.

We'll always do our very best to keep our branches open. In fact, we've made a promise to every town and city in the UK that has a branch: If you have a branch today, we promise you'll still have a branch on 31 May 2021. But sometimes branches are used much less than others or will cost too much to bring them up to the standards we believe you deserve, 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 2014 and 2018
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
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 ukfinance.org.uk/high-street-banks-announce-new-access-banking-standard
Transactions	In this instance, transactions refers to over the counter transactions only.

