



# A Banking Hub is coming to your community

The UK's major high street banks are working together to bring shared cash and everyday banking services to your community





## What is a Banking Hub?

Banking Hubs are shared banking spaces on the high street. The Hub will have a counter service operated by the Post Office, where customers of all major banks and building societies can carry out regular cash transactions, Monday to Friday.

The Hub will also have a private space where you can speak to a Community Banker from your own bank about more complicated banking issues. The Community Bankers work on rotation, with a different bank available on each day of the week.

## What can I do in a Banking Hub?

- Withdraw cash
- Deposit cash and cheques
- Make balance enquiries
- Manage your PIN
- Access change-giving services (for registered businesses)
- Pay utility bills
- Talk to a Community Banker from your own bank about managing your account, payments and transfers, getting online – and many other things too.





## Will my bank provide a Community Banker?

We will be able to tell you nearer the time which banks will provide a Community Banker.

Ten firms are supporting the Hubs in the UK:

- AIB NI
- Bank of Ireland
- Barclays
- Danske Bank
- HSBC
- Lloyds Banking Group
- NatWest Group
- Santander
- TSB
- Virgin Money

## What can't I do in a Banking Hub?

The Banking Hub is not a Post Office so you won't be able to send parcels or buy stamps.

## Who can use a Banking Hub?

Personal and business customers can use the Hub. Customers of all major banks and building societies can use the counter service, and you can speak to a Community Banker on the day your bank is in the Hub.







### **Which services are available for local businesses?**

Business customers are welcome to use the counter services. These include cash withdrawals, cash and cheque deposits and other cash services such as floats and coinage.

### **Why are banking hubs coming to communities?**

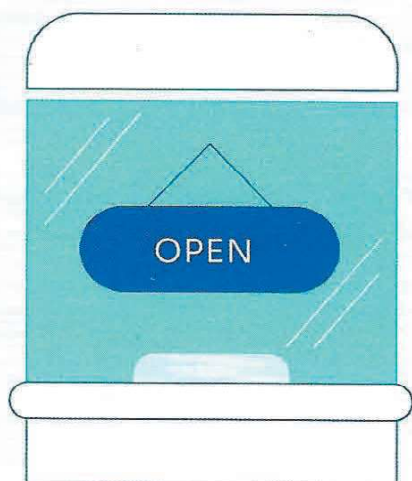
Cash is still important to millions of people in the UK. Between five and six million adults say they rely on cash in their day-to-day lives. Digital or online solutions don't yet work for everyone all the time. We've found that Banking Hubs can make a real difference to individuals, small businesses and the communities they live in.

### **When will our Banking Hub be open?**

As soon as a Banking Hub is recommended, we work hard to quickly deliver accessible cash and face-to-face banking services in the community. Where the last bank branch is closing in your town, we will make sure that before that branch shuts its doors for the final time, you are able to still access services locally and conveniently.

If you've been without a bank for a while, we'll bring banking back to your high street within three months of LINK recommending a Banking Hub in your area. Reliable, resourceful and resilient, we've successfully opened these in many communities across the UK and we're ready to do the same here.





## Which days of the week will the Banking Hub be open?

The Hub will be open from 9am to 5pm, Monday to Friday. It will be closed at weekends.

## Will the Banking Hub have free Wi-Fi?

We endeavour to make free Wi-Fi available in all our hubs to make it easier for you to access your bank's online services.



## Will the Banking Hub be accessible?

Wherever possible, our Hubs are fully accessible. Guide dogs are welcome and we have hearing loops installed. The team are dedicated to helping all customers make the most of the Hub and are on hand to answer any questions.





## Who is Cash Access UK?

We are a not-for-profit company funded by major high street banks. We are here to provide access to cash and basic banking services in communities across the UK.

For more information visit  
[www.cashaccess.co.uk](http://www.cashaccess.co.uk)  
or scan this code



### How to scan the code:

- Open the camera on your smartphone
- Point the lens at the QR code until the website link appears
- Click on the link
- This will take you to [www.cashaccess.co.uk](http://www.cashaccess.co.uk)



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