



### 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?

Yes. All our Hubs have free Wi-Fi for you to access your bank's online services.



### Will the Banking Hub be accessible?

All our Hubs are accessible to wheelchair users. Guide dogs are welcome and we have hearing loops installed. Staff will be pleased to help all customers and answer any questions.



### Who is Cash Access UK?

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

### Information

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)

### Contact

 020 4583 1200

 [support@cashaccess.co.uk](mailto:support@cashaccess.co.uk)



# A Banking Hub is coming to your community

The UK's major high street banking providers 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 banking provider about more complicated banking issues. The Community Bankers work on rotation, with a different banking provider available on each day of the week.

## What can I do in a Banking Hub?

- Withdraw cash
- Deposit cash and cheques
- Make balance enquiries
- 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 banking providers will provide a Community Banker.

Ten firms are supporting the Hubs in the UK:

- Bank of Ireland
- Barclays
- Danske Bank
- HSBC
- Lloyds Banking Group
- Nationwide Building Society
- NatWest Group
- Santander
- TSB
- Virgin Money

Community Bankers are usually provided by the banking providers with the most customers in the local area.

Please check the Hub window or our website [www.cashaccess.co.uk](http://www.cashaccess.co.uk) to find out which day your bank will be in the Hub.



## 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 you setting up Banking Hubs in the UK?

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?

1

**Find a suitable property** that meets our requirements – like size, condition and location.

2

**Negotiate terms** with the landlord.

3

Once an offer is agreed, solicitors carry out the **legal work**. (just like when you buy a house, this can take time)

4

**Get planning approval from the local authority**, then work with our architects on the layout and design.

5

After the lease has been signed, we **start the building work**. We change the property to match our design and plans.

6

Where the building is listed or in a conservation area, we **make sure our design and the building work complement the area**.

7

**Appoint a Banking Hub Operator and Community Bankers** so they are ready to serve customers on the day we open.

**OPEN**

**This all takes time, but we will work as quickly as we can to get your Banking Hub open!**

