

# **Belfast Newtownbreda branch closure 4th October 2017**

Help and support for your everyday  
personal and business banking

Facts correct as at  
3rd July 2017

 **Ulster Bank**

# The way we bank

Closing a branch is a decision we take very seriously. We know it can affect people in the local area and we'll always work hard to guide you through the changes and find the best way to serve you from now on.

The world of banking has changed a lot lately and the changes show no sign of slowing down. These are some of the things we're seeing that mean we can't offer the same number of branches as we have in the past:

- More people are doing their day-to-day banking online, by mobile app, or over the phone
- More people are even doing bigger things that way, like opening a business account or getting a loan
- Fewer people visit branches and do fewer transactions when they're there
- People often use a branch that is more convenient to them, and not one branch consistently
- People contact us in a variety of ways and today very few people only do their banking in a branch.

---

Mobile & Online  
transactions:  
Up 400%  
since 2010



Counter transactions:  
Down 43%  
since 2010

---

People who do their banking online enjoy the speed, security and convenience that it offers. If you aren't already signed up, we can show you how to get started and talk about any concerns that you might have.

But even in this modern, changing world, we will always make branch services available to our customers. We will show you the nearest places you can do your banking or, where we can, find ways to bring the service to you.

This brochure will go through the alternative ways you can do your banking locally. And if you have any questions, we'll always be available to speak to you.

# How you can continue to bank locally



## Your nearest Ulster Bank branches

You can use our full range of services in any Ulster Bank branch and here are your nearest as well as how to find your nearest Mobile Bank timetable if available:

Branch	Address	Opening hours *Wednesday 10am	
Ormeau Road 1.9 miles	365/369 Ormeau Road, Belfast, Co Antrim, BT7 3GP	Mon to Fri*	9.30am - 4.30pm
University Road 3.1 miles	91 - 93 University Road, Belfast, Co Antrim, BT7 1NG	Mon to Fri*	9.30am - 4.30pm
Belfast City Office 3.4 miles	11 - 16 Donegall Square East, Belfast, Co Antrim, BT1 5UB	Mon to Fri* Sat	9.30am - 4.30pm 9am - 1pm

## Business customers

We have a range of business services available. Speak to your primary contact to find out more.

## Your nearest Post Office<sup>®</sup>

As an Ulster Bank customer you can get a balance and withdraw cash using your debit card and PIN, pay in cash and make cheque deposits with a pre-printed paying-in slip. Business customers can also make deposits of up to £2,000, withdrawals with a debit card up to £500 and can also register for their change giving service. Please contact your nearest Post Office to check service availability. Your nearest Post Offices are:

Branch	Distance	Opening hours	
Rosetta	1.2 miles	Mon - Sun	7am - 11pm
Brackenvale	1.8 miles	Mon - Sat	9am - 5.30pm
Ballynaveigh	1.8 miles	Mon - Sat Sun	7am - 11pm 8am - 11pm

## Your nearest free to use cash machines

There are several cash machines in your area for account balances and cash withdrawals:

Cash machine	Distance
Newtownpark Four Winds	0.2 miles
Sainsburys Forestside Shopping Centre	0.6 miles
Danske Bank Forestside Shopping Centre	0.6 miles

## Ulster Bank Community Bankers and Ulster Bank TechXperts

Our Community Bankers are able to provide you with personal support, accessing the right banking options for your needs. They can educate you on scam and fraud awareness, as well as helping you achieve your financial plans and goals.

Our Ulster Bank TechXperts are on hand to help you with Anytime Internet Banking options in the lead up to the branch closure and help you transition to the alternative ways to bank.

### **Belfast Newtownbreda branch**

We wrote to personal and business customers who regularly use Belfast Newtownbreda branch to give them at least 12 weeks notice of the closure. We also contacted these organisations and people in the wider community to discuss the decision:

- |   |  |
|---|--|
| ■ Alasdair McDonnell MP & Claire Bailey MLA | ■ Alzheimers Society                                       |
| ■ Age UK                                    | ■ Group Pensioners Association                             |
| ■ Citizens Advice                           | ■ Weekly Ways to Bank events held in branch with TechXpert |
| ■ Federation of Small Businesses            | ■ Belfast Telegraph  |

**This is the amount of feedback we've had since the notice of closure**



**Enquires**



**Complaints**

### **The main themes were:**

- Customers have expressed their sadness at the decision to close Ulster Bank Belfast Newtownbreda branch.

### **We have undertaken the following activities in response to the key areas of concern:**

- We've seen significant changes in the way our customers are choosing to bank with us. The branch team has spoken to customers to explain more about our alternative banking services in the local area, and have helped customers to set-up online banking/encouraged them to visit our nearest branch.
- Customers can access their banking at the local Post Office, through our telephone or mobile banking services. Our local team have spoken to people about their different needs and offered help with the most suitable ways to bank in the area.

Ulster Bank Belfast Newtownbreda branch will close as planned on 4th October 2017. Our branch staff are available to answer any further questions that you may have or you can contact your Local CEO: **Anne Evans LCEO, 07768 045520;**  
**[anne.evans@ulsterbank.com](mailto:anne.evans@ulsterbank.com)**

# Other ways to do your everyday banking



## **Ulster Bank Mobile Banking**

You can use our mobile app across multiple devices to:

- Check balances, transfer money between accounts
  - Get Cash out using just your mobile phone
  - Pay bills, your contacts and someone new up to £250
- ...and much more.

You can pay someone up to £250 provided you have the available funds in your account (including overdraft). There is a maximum of 5 payments totalling £250 per day, separate from Get Cash and daily withdrawals limits. The payee details will not be saved. You will need to be aged 16 and over with a UK mobile number. App available to customers with Anytime Internet Banking and a UK mobile number.

**Find out more at [ulsterbank.co.uk/waystobank](http://ulsterbank.co.uk/waystobank)**



## **Ulster Bank Personal and Business Anytime Internet Banking**

All the features of Mobile Banking with the ability to do more:

- Download free security software for your PC or Mac
- View up to 7 years of statements
- Set up email or text alerts.

**To register for Personal or Business Anytime Internet Banking visit [ulsterbank.co.uk](http://ulsterbank.co.uk)**



## **Ulster Bank Personal and Business Anytime Banking**

All the features of Mobile and Anytime Internet Banking, but over the phone.

**For personal telephone banking queries call 0345 742 4365  
Mincom 0800 015 4422**

**For business telephone banking queries call 0345 366 5592  
Mincom 0800 015 4422**

Anytime Internet Banking available to customers aged 11 or over with an Ulster Bank account. Business Anytime Internet Banking is available to those aged 18 or over and have an Ulster Bank account. There is no monthly charge for using Anytime Internet Banking, however there are charges for certain transactions (such as international transfers). Calls may be recorded for Anytime Banking.