



We're saying goodbye  
to this store on  
**27 September 2024,**  
but we're still  
here for you

Our Tottenham Court Road store is closing, but you'll still be able to bank with us at our other stores.

Here's all the information on why we've made this decision, and the other ways you can bank with us in future.

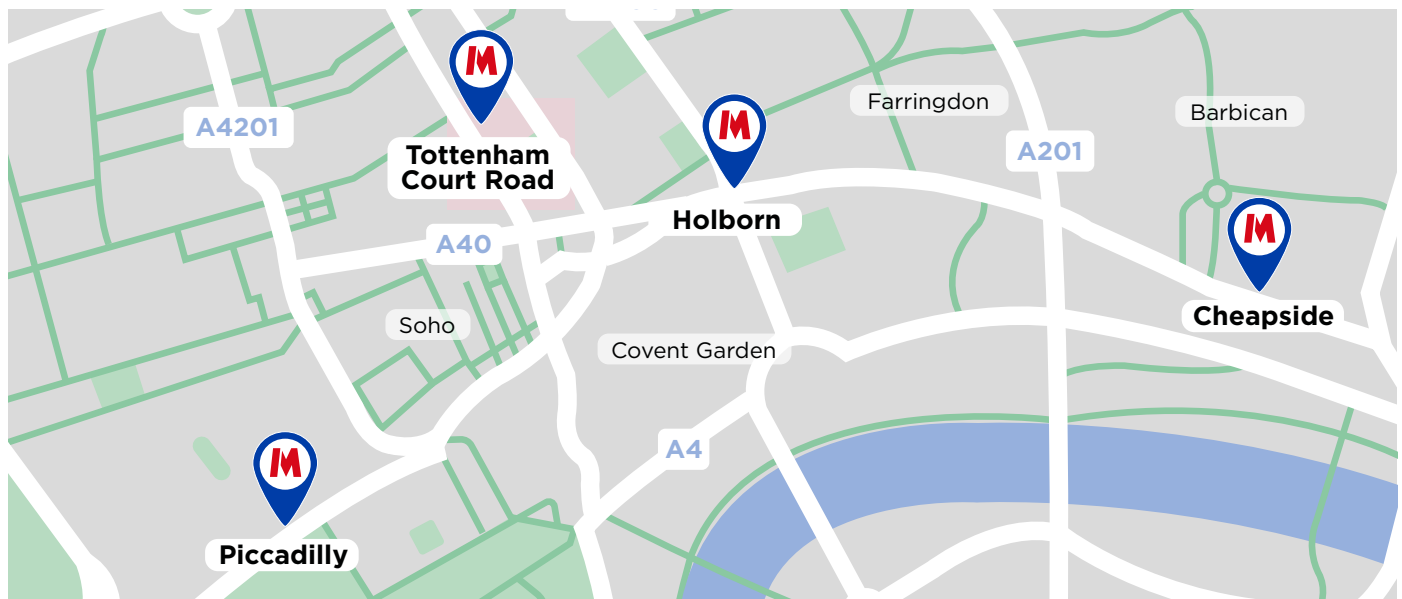


# Key information

This store will be closing its doors on 27 September 2024.

## Where will my nearest Metro Bank store be?

As always, you can visit any of our stores to do your banking. All our stores offer the same great banking services including **counter services, Safe Deposit Boxes, cash machines, and personal and business banking** support to help customers with their everyday financial needs. This is where you'll find your nearest stores:



Store	Metro Bank Holborn	Metro Bank Piccadilly	Metro Bank Cheapside
<b>Address</b>	One Southampton Row, London, WC1B 5HA	75 Piccadilly, Mayfair, London, W1J 8HU	Unit 3, 120 Cheapside, City of London, London, EC2V 7JB
<b>Opening hours</b>	Monday to Friday 9.30am to 5pm	Monday to Friday 9.30am to 5pm	Monday to Friday 9.30am to 5pm
<b>Distance</b>	0.7 miles	1.2 miles	1.9 miles
<b>How you can get to this store</b>	There are regular buses between Tottenham Court Road and Holborn with a journey time of around fifteen minutes. It's also just one stop away on the Central Line.	There are regular buses between Tottenham Court Road and Piccadilly, with a journey time of around twenty minutes.	Tottenham Court Road and St. Paul's are just three stops apart on the Central Line, with a journey time of around twenty five minutes.
	Please visit <a href="http://www.tfl.gov.uk">www.tfl.gov.uk</a> for up-to-date travel information and services		
<b>Website</b>	<a href="http://metrobankonline.co.uk/store-locator/stores/holborn/">metrobankonline.co.uk/store-locator/stores/holborn/</a>	<a href="http://metrobankonline.co.uk/store-locator/stores/piccadilly/">metrobankonline.co.uk/store-locator/stores/piccadilly/</a>	<a href="http://metrobankonline.co.uk/store-locator/stores/cheapside/">metrobankonline.co.uk/store-locator/stores/cheapside/</a>

For the full list of stores and current hours please go to [metrobankonline.co.uk/store-locator](http://metrobankonline.co.uk/store-locator)

## Where are the nearest free cash machines?

Location	Address	Distance
Nationwide	225-226 Tottenham Court Road, London, W1T 7QF	0.03 miles
NatWest	45 Tottenham Court Rd, Bloomsbury, London, W1T 2EA	0.04 miles
HSBC	39 Tottenham Court Road, London, W1T 2AR	0.04 miles

## Where are the nearest Post Offices?

(For our business and commercial customers)

Location	Address	Distance
New Oxford Street	71-75 New Oxford Street, London, WC1A 1DG	0.3 miles
Poland Street	14 Poland Street, Soho, London, W1F 8QD	0.4 miles
Great Portland Street	54-56 Great Portland Street, London, W1W 7NE	0.4 miles

Business and commercial customers can pay in cash and cheques and convert notes into change at Post Office branches across the country.

If you have a business or commercial account with us and want to know more about our Post Office partnership, simply call us on **0345 08 08 508\*** or visit us in store.

## How can I continue banking with Metro Bank?

As well as our stores, there are many different ways you can bank with us and get the same great service. You can use Online Banking or our mobile App 24 hours a day. You can also give us a call and speak to someone at our UK-based contact centre, and we'll be happy to assist you. To find out more, turn to page 6 in this booklet or go to [metrobankonline.co.uk/ways-to-bank](https://metrobankonline.co.uk/ways-to-bank)

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# Why we're closing the Tottenham Court Road store

## Why we made the decision

We do banking differently and believe that all our customers deserve a great experience when banking with us. This is why our stores are important to us, and we pride ourselves on being the first new high-street bank in over 100 years. We're a community bank that puts our customers at the heart of everything that we do. Our colleagues go above and beyond to offer exceptional service, and we value the relationships with local residents and businesses that our stores enable us to create.

We are committed to becoming the UK's best community bank and to having stores in major towns and cities across England and Wales. We sometimes need to make tough decisions, to be certain that we are investing in the right services and right locations to continue to meet the needs of our customers and communities.

Our customers in Tottenham Court Road are embracing digital banking more and more and this combined with the proximity of our busier Holborn store less than a mile away, where we can still provide our customers with a close alternative for their face-to-face banking, has influenced our decision to close this store.

\*Metro Bank won't charge you for your call. However, you may be charged by your service provider.

## How we came to our decision

The main reasons why we're closing this store

There are 4 stores within a two-mile radius, serving our Central London-based customers, and the catchment areas of these stores overlap a great deal. Our busy Holborn store is located within a mile of Tottenham Court Road, and is within walking distance or easily accessible by public transport.

The percentage of customers exclusively using Tottenham Court Road has not significantly changed in the last five years<sup>1</sup>, and has been consistently low since before the pandemic.

Over the past few years Tottenham Court Road customers have increasingly sought alternative ways to bank with us in addition to using this store<sup>2</sup>

Before we make any decisions about an individual store, we must think carefully about our customers. There are many things to consider, but our customers are our priority. We look at how many customers we serve, the products they use and the ways they usually choose to bank with us, to ensure that the impact on them is as minimal as possible. We particularly assess the impact of our decision on customers who may need additional support. We believe that closing this particular store, whilst a tough decision, is the right choice.

We continue to invest in our stores and we remain committed to the high street, but we have to make sure we are investing in the right locations. Exiting our Tottenham Court Road store will enable us to focus on our nearby stores which are located in areas with more personal and business customers.

All our customers who have a Safe Deposit Box at Tottenham Court Road will be able to move their valuables to a new box at an alternative store, at no extra cost.

We are also committed to ensuring that any customers who need additional support are able to access this through our stores or contact centres.

<sup>1</sup>% impacted customers who exclusively used Tottenham Court Road store 6 times or more: 2019 3.3%, 2020 3.5%, 2021 3.5%, 2022 3.1%, 2023 3.5%. Data correct as of June 2024 and represents personal, business and commercial banking customers who exclusively transacted in the store 6 times or more in each year.

<sup>2</sup>85% have visited other local stores or used Online Banking, our App, or telephone banking. Data correct as at June 2024 and represents personal, business and commercial banking customer who transacted in the store between May 2023 and April 2024 and who also used alternative local stores or channels during that period.

## Supporting our customers and communities

We appreciate that closing the Tottenham Court Road store will impact our customers and the local community, which is why we want to understand how people are affected and continue to offer the best service possible.



We'll be contacting your local MP and other community leaders to explain our decision and to hear feedback.



We will be making communications such as this impact assessment, posters and other leaflets available in store and online to let people know that the store is closing.



We will be contacting all impacted customers to let them know their store is closing and how we can help.



We will be contacting customers who exclusively used the store six times or more, and who we have identified as potentially needing additional assistance, to help them make the move to our other stores or find other ways to bank.



We'll let customers who have a Safe Deposit Box know how to arrange collection of their valuables, and how to request a new Safe Deposit Box at an alternative store.



We are inviting customers to call or visit a store if they need additional help and support.

## Other ways to bank with us

For quick step-by-step help with Online Banking or using our App, check out our guides at [metrobankonline.co.uk/ways-to-bank](https://metrobankonline.co.uk/ways-to-bank)



### Our App

You can use our App 24/7 for most of your banking needs.

Instantly block, unblock or cancel your debit and credit cards, or order a replacement card if you need to.

You can download our App from the App Store or Google Play Store. You'll need your 12-digit customer number, a Magic Word (to activate the service), and the last four digits of your mobile number.



### Online Banking

You can use Online Banking 24/7 to view your statements, make payments and open new accounts.

If you haven't signed up for Online Banking yet, go to [metrobankonline.co.uk/online-banking](https://metrobankonline.co.uk/online-banking)

You'll need your 12-digit customer number, a Magic Word (to activate the service), and the last four digits of your mobile number.



### Telephone banking

You can call us to hear your balance, check your transactions, pay your bills and transfer money.

You can also speak to a colleague if you have questions. If you're not registered for telephone banking yet please call 0345 08 08 500\* to get set up - you'll need your 12-digit customer number and Magic Word.

For our latest contact centre opening hours, go to [metrobankonline.co.uk/get-in-touch](https://metrobankonline.co.uk/get-in-touch)

## We're still here to help

For more info on how you can bank with us, go to [metrobankonline.co.uk/ways-to-bank](https://metrobankonline.co.uk/ways-to-bank) or visit [metrobankonline.co.uk/support](https://metrobankonline.co.uk/support) for more help.

If you're a business customer, please call **0345 08 08 508\*** or contact your Relationship Manager.

## We would like to hear from you

If you have any questions or feedback about the changes, please contact us.



Call us on  
**0345 08 08 508\***



Visit us in store



Write to:  
Daniel Frumkin  
(Chief Executive Officer)  
Metro Bank PLC  
One Southampton Row  
London, WC1B 5HA



Or go to  
[metrobankonline.co.uk/ways-to-bank](https://metrobankonline.co.uk/ways-to-bank)

After this store closes, you'll be able to find all the information online at <https://www.metrobankonline.co.uk/ways-to-bank/store-closures/tottenham-court-road>

If you need this communication in another format, such as large print, braille or audio CD, please contact us.

\*Metro Bank won't charge you for your call. However, you may be charged by your service provider.

# Glossary

An explanation of the terms we've used in this booklet:

<b>Alternative ways to bank</b>	The range of flexible options for banking services offered to customers – e.g. Online Banking.
<b>Business and commercial customers</b>	Metro Bank customers who currently use a business, commercial, community, foreign currency or insolvency partner account, a business or premium client deposit account, a business credit card, business or commercial loan, or have an invoice or asset financing arrangement.
<b>Exclusive use</b>	When a personal, business or commercial banking customer transacts in a store six or more times in a twelve-month period, and does not use any other store or alternative way to bank.
<b>Impact assessment</b>	A process for carrying out an assessment of the impact of a proposed change, consulting with affected stakeholders and customers and presenting the findings.
<b>Impacted customer</b>	Any Metro Bank customer who lives within a 1-mile radius of the impacted store, OR who has transacted at the store at least six times in a 12 month period, OR who has a Safe Deposit Box at the store.
<b>Personal banking customer</b>	A Metro Bank customer who currently uses one or more of our retail products – for example, a personal current or cash account, personal savings account, mortgage, personal loan or a personal credit card.
<b>Transaction</b>	An in-person request to move money in or out of an account over our counter including a cash withdrawal or deposit, and paying in cheques. Includes transactions by personal, business and commercial banking customers.

