

JAMES HEAPPEY MP



HOUSE OF COMMONS

LONDON SW1A 0AA

Mr Jes Staley
Chief Executive Officer
Barclays Bank PLC
1 Churchill Place
London
E14 5HP

Mr Stuart Gulliver
Group Chief Executive
HSBC UK Headquarters
8 Canada Square
London
E14 5HQ

Mr António Horta-Osório
Group Chief Executive
Lloyds Bank PLC
25 Gresham Street
London
EC2V 7HN

30th November 2015

Dear Mr Staley, Mr Gulliver and Mr Horta-Osorio,

Glastonbury Bank Closures

I have been hugely disappointed to hear that all three of you are closing your branches in Glastonbury. Undoubtedly, each bank will have made their decision based on their own commercial criteria but the effect is that Glastonbury will go from having three banks to no banks in the space of twelve weeks.

No matter what the trends towards online banking might be, your decisions deny the residents of Glastonbury any access to High Street banking. These decisions will be particularly challenging in a town that does not have particularly well developed public transport routes, serves a rural area with poor broadband and mobile signals and has a large number of elderly or vulnerable customers who are either not mobile enough to travel elsewhere for their banking and/or who lack the confidence and skills needed to bank online.

Clearly with all three banks abandoning the High Street simultaneously and with a large concentration of small businesses left without a convenient branch, there is an opportunity for one of the banks to reconsider and to snatch business from the other two. I would be delighted to help which ever bank changes its mind to reach the local community so that they can be encouraged to switch their accounts. I am sure that the local newspaper would be similarly minded.

I appreciate that none of you will have set out to have such an impact on Glastonbury and that each of your decisions will have been taken in isolation and based exclusively on the interests of your business. However the cumulative effect on the town, its High Street, its business community and its residents is stark. A town of well over 10,000 people and a surrounding area with well over 10,000 more will soon be left without any bank whatsoever. I would welcome the opportunity to meet with you, or appropriate representatives, to discuss plans for reversing this decision by at least one of your banks.

I would be grateful if this could be given your urgent attention.

Yours sincerely,

Member of Parliament for the Wells Constituency

www.jamesheappey.org.uk