



HOUSE OF COMMONS
LONDON SW1A 0AA

Nathan Bostock
Chief Executive
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11 July 2017

I write in response to a letter I received from Simon Bray, the Divisional Managing Director for London and East Division, regarding the proposed closure of the Chislehurst Santander branch on 12 October 2017.

This letter, dated 3 July but which only arrived yesterday, is the first communication I have received from Santander about the potential closure. I was therefore surprised to read in Mr Bray's note that this decision has been taken 'after extensive consideration.' I am even more perplexed by a leaflet I understand has been distributed by Santander to local customers claiming elected representatives, the local Chamber of Commerce, the local Citizens Advice Bureau, and Age UK – who own and operate in nearby premises – have all been consulted prior to this decision being reached.

I can confirm that neither myself nor the local ward councillors have been made aware of this process until now. What is more, Chislehurst has not had a Chamber of Commerce for over forty years, the nearest CAB centre is in Bromley town, and Age UK have similarly no record of ever being consulted. It would therefore seem that the information being disseminated by Santander locally is either seeking to wilfully misrepresent the current situation, or else is a serious mistake that has suffered from a considerable internal oversight.

As the link Mr Bray includes in his letter to the impact assessment explaining Santander's decision does not work, I would be grateful if you could set out the rationale behind this proposed closure. As you will appreciate, many residents in Chislehurst rely on this local branch for their banking services, and this string of errors will leave many of your valued customers with little confidence in Santander having their best interests at heart.

Santander's handling of this process has been extremely disappointing to date, and I would welcome your personal clarification of what factors have fed into the 'extensive consideration' Mr Bray makes reference to.

Bob Neill MP

cc. Simon Bray, Divisional Managing Director, Santander UK plc.