



HOUSE OF COMMONS
LONDON SW1A 0AA

Simon Bray
Regional Managing Director
Santander UK plc
2 Triton Square
Regent's Place
London NW1 3AN

1 August 2017

Dear Mr Bray,

Thank you for your call yesterday to discuss the issues raised in my letters of 11 July and 19 July respectively. I am grateful for your time, as well as for your offer to keep me informed of Santander's disposal plans for the premises. While our conversation was very useful, there are a number of outstanding questions I would appreciate answers to in writing at your earliest convenience.

I am pleased to hear that large print and braille versions of the closure notice are available upon request, but I would still like to know what assessment, if any, has been made in the internal analysis you mentioned of the impact this closure will have on elderly and disabled customers. As I stressed in my letter of 19 July, this is a particularly important point given the demographics of Chislehurst, which has a growing elderly population.

Likewise, it would be useful to have your response to the other questions set out in my last letter, especially on Chislehurst's comparative footfall figures with the other branches listed in the impact assessment. Furthermore, although I understand that Santander no longer offers an over-the-counter service in Chislehurst for business accounts, I would be interested to know whether this is the bank's general policy or if this is only in place at certain branches? If so, that surely accounts in no small part for the downturn in footfall you allude to.

Shortly after our conversation I received confirmation that the South East London Chamber of Commerce has in fact not received any notification of this proposed closure. Given the numerous assurances I have had from Santander to the contrary, this is very concerning and will only fuel the considerable cynicism with which many local residents already view this decision. Considering the evident problems in miscommunication already experienced in notifying relevant stakeholders, I would be grateful if you could look into this matter personally as soon as possible.

As you will appreciate, customers expect Santander to consider their interests first and foremost. It would come as some comfort to residents if you were able to show this to be the case. So far, Santander have lost the confidence of many in the community.

Once again, thank you for your time yesterday. I look forward to receiving your response.

Yours sincerely,

Bob Neill MP