

Key messages and FAQs



Royal Wootton Bassett Banking Hub location confirmed

[Cash Access UK](#), the organisation set up to protect nationwide access to cash, is delighted to confirm that the new Banking Hub in Royal Wootton Bassett will be located at 33 High Street, Royal Wootton Bassett. This will be in the same building and next door to the existing Post Office, the entrance to which has recently moved.

The Hub, when it opens, will offer a counter service operated by the Post Office, where customers of all major banks and building societies can carry out regular cash transactions. It will also offer a Community Banker service where customers can talk to their own bank about more complicated issues, Monday to Friday, 9.00am - 5.00pm. Community Bankers will work on rotation, with a different bank or building society available on each day of the week:

Monday: NatWest, Tuesday: TBC, Wednesday: Barclays, Thursday: Lloyds, Friday: HSBC

Finding the right location for a Banking Hub that is convenient, accessible and works for everyone often takes time, so this development is a significant and positive step forward.

The team at Cash Access UK are now working hard to get the new premises ready and will update the community on progress and confirm an opening date as soon as they can. The [Royal Wootton Bassett Banking Hub page on the Cash Access UK website](#) will provide updates as works progress. In the meantime, a temporary Banking Hub is also being considered to provide the community with access to cash whilst plans for the permanent hub continue to progress.

Gareth Oakley, CEO at Cash Access UK said: "Banking Hubs play a vital role in providing access to cash and banking services within communities where they are most needed. We are delighted to have identified a site for the Royal Wootton Bassett Banking Hub and will share regular updates with the community on our progress."

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What services will I be able to do at the new Banking Hub?

You will be able to:

- ✓ Withdraw cash
- ✓ Deposit cash and cheques
- ✓ Make balance enquiries
- ✓ Pay utility bills
- ✓ Talk to a Community Banker from your own bank about managing your account, payments and transfers, getting online – and many other things too.

Which Community Bankers will be available?

Community Bankers will work on rotation, with a different bank available on each day of the week:

Monday: NatWest, Tuesday: TBC, Wednesday: Barclays, Thursday: Lloyds, Friday: HSBC

Which services are available for local businesses?

Business customers are welcome to use the counter services. These include cash withdrawals, cash and cheque deposits and other cash services such as floats and

coinage.

Who can use the Banking Hub?

Personal and business customers can use the Hub. Customers of all major banks and building societies can use the counter service, and you can speak to a Community Banker on the day your bank is in the Hub.

When will the new Banking Hub be open?

The team at Cash Access UK are now working hard to fit out the new premises. They will confirm an opening date as soon as they can and regular updates will be provided through the [Cash Access UK website](#).

Who are Cash Access UK?

Cash Access UK is owned and funded by nine of the UK's biggest banking providers: Bank of Ireland, Barclays, Danske Bank, HSBC UK, Lloyds Banking Group, NatWest Group, Santander, TSB and Virgin Money. These firms have come together to provide shared services available to all their customers.