



Saltash Banking Hub location confirmed

Cash Access UK, the organisation set up to protect nationwide access to cash, has confirmed today that the new Banking Hub in Saltash will be located at 15 Lower Fore Street.

When open, it will be the third Hub to open in Cornwall. There are temporary Hubs currently operational in Helston and Looe.

The Hub, when it opens, will offer a counter service operated by the Post Office, where customers of all major banks can carry out regular cash transactions, Monday to Friday, 9am-5pm. It will also offer a Community Banker service where customers can talk to their own bank about more complicated issues on the day their bank is in the Hub. Community Bankers will work on rotation, with a different bank available on each day of the week.

Monday: Barclays

Tuesday: Lloyds

Wednesday: Halifax

Thursday: NatWest

Friday: Santander

Finding the right location for a Banking Hub that is convenient, accessible and works for everyone often takes time, so Cash Access UK is delighted to have been able to secure convenient premises in the heart of the community. This development is a significant step forward in bringing a Banking Hub to Saltash.

The Hub will open later this year, and the team at Cash Access UK are now working hard to fit out the new premises and will update the community on progress and an opening date as soon as they can. The [Saltash Banking Hub page on the Cash Access UK website](#) will provide updates as works progress.

The Hub was recommended by LINK, the UK's cash access and ATM network, following the announcement of the closure of the town's last remaining bank branch.

Gareth Oakley, CEO at Cash Access UK: "I'm happy to announce that we have secured a location for the Saltash Banking Hub, a big step in getting the doors open. The next steps will be refurbishing the building and making sure it's ready as soon as possible. We'll keep the community updated as the Hub progresses."

Councillor Richard Bickford, Mayor of Saltash: "I am sure we are all pleased and relieved that progress is being made towards the opening of the Banking Hub. The chosen location has flat easy access, albeit at one end of the town centre. The new Hub will also ensure that a long-term vacant unit is put to a good use again."

If you would like to know more about the Banking Hubs, please contact:
cashaccessuk@cicero-group.com.

ENDS



Notes to editors:

The full address is 15 Lower Fore Street, Saltash, PL12 6JQ.

Cash Access UK is a not-for-profit company established by nine major banks and building societies. Their work is part of a new, collective approach to protecting access to cash. They provide shared services - available to the customers of ten firms - in communities where they are needed most. For more information, visit cashaccess.co.uk.

Who owns 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.

What is a Banking Hub?

A Banking Hub is a shared banking space on the high street. Hubs offer a counter service operated by the Post Office, where customers of all major banks and building societies can carry out regular cash transactions, Monday to Friday. The Hubs also offer a Community Banker service where customers can talk to their own bank about more complicated banking issues. The Community Bankers work on rotation, with a different bank available on each day of the week. Community Bankers are usually provided by the banks or building society with the most customers in the local area.

Cash use is in decline. Why are you setting up new Banking Hubs?

Cash is still important to millions of people in the UK. Between 5 and 6 million adults say they rely on cash in their day-to-day lives. Digital or online solutions don't yet work for everyone all the time. We've found that Banking Hubs can make a real difference to individuals, small businesses and the communities they live in.

Can small businesses use the Banking Hubs to do their banking?

Business customers are welcome to use the counter services to make cash withdrawals, cash and cheque deposits and other cash services including floats and coinage.

How long does it take to open a Banking Hub?

Opening a Banking Hub can take several months from start to finish. These are the steps involved:

- Find a suitable property that meets our requirements. These include size, condition and location.
- Negotiate terms with the landlord.
- Once an offer is agreed, solicitors carry out the legal work so the lease can be signed. We may need to get planning approval from the local authority before we work with our architects on the layout and design. Where the building is listed or in a conservation area, we make sure our design and the building work complement the area.
- Post Office appoints a Banking Hub Operator and the banks identify Community Bankers so they are ready to serve customers on the day we open.
- Carry out final checks to make sure everything is working so we can open the doors.



Who decides where to set up a Banking Hub?

LINK, the UK's cash machine network, decides where new services are needed. LINK is an independent, regulated company with many years' experience in assessing communities' cash needs. LINK reviews the impact of every proposed branch closure by our member firms. A community can also ask to LINK to carry out an assessment of the community if they feel they need better access to cash.

Why isn't every bank and building society involved in this?

Cash Access UK's nine member firms cover the vast majority of personal and business customers. Cash Access UK is open to any bank or building society to join as long as they meet certain criteria.