

Good morning,

We are delighted to confirm that Cash Access UK will be bringing a Banking Hub to Saltash - bringing cash and everyday banking services to your community.

LINK recently assessed your community's cash access needs and has recommended a Banking Hub, which will now be provided by Cash Access UK. We're a not-for-profit company owned by the biggest high street banking providers in the UK.

We've already opened 8 Hubs in other communities where they're making a big difference to individual customers, small businesses and the wider community.

Your new Banking Hub will provide a counter service for everyday cash transactions, together with a community banker service where customers will be able to speak face-to-face with their own bank or building society about more complicated banking matters.

How you can help

Opening a Banking Hub can take up to 12 months, but with the support of the local community, we can make things go more smoothly and sometimes more quickly.

1. Finding the right building is the first step, and we would welcome any suggestions you have on suitable and available premises. We've set out our requirements in your welcome pack.

2. We're also keen to work with you to let the wider community know about the Banking Hub – especially those who may find cash and face-to-face services particularly useful. If there are any community groups you think we should be working with, especially those who support

- older residents
- more vulnerable residents
- small businesses (Chambers of Trade etc)

please let us know and we'll contact them.

The information pack I've attached provides more information on Banking Hubs, together the typical timescales and steps involved in setting one up. It also explains what we'll do if there are particular challenges with finding a suitable building, and what alternatives are to a permanent 'bricks and mortar' Banking Hub.

Next steps

I'm the Community Engagement Manager for Cash Access UK and I will be your main point of contact on the Banking Hub moving forward. I would love to arrange to meet you either virtually or face to face to answer any questions and to find out how we can best keep the community up to date with all the developments as we prepare your Banking Hub for opening. Please let me know if you'd like me to set up an initial meeting.

I look forward to working with you as we bring a Banking Hub to your community.