



## RUTH CADBURY MP

Member of Parliament for Brentford & Isleworth

Sent via Email

Our Ref: ZA69654  
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I'm writing regarding the planned closure of the NatWest Branch in Isleworth on the 12th July.

I was concerned to hear about this closure and the impact that it would have on the large number of residents and businesses locally who use this NatWest Branch- which is the only bank between Hounslow and Chiswick. NHS staff at West Middlesex hospital also rely on the bank and I know that a large number of customers use it each day. Residents and businesses are extremely worried about the impact that the closure will have and oppose the branch being closed.

Whilst there may be ATMs at the London Road Sainsburys for withdrawing cash, this location is geographically inconvenient and also inferior. The Isleworth NatWest ATM is easily accessed and well used; I would welcome advice on the number of weekly transactions taking place via this service at 468 London Road?

Additionally, I know that residents locally, especially older people, very much value being able to have a face-to-face conversation with NatWest staff about their account especially when they have issues relating to their banking which cannot be easily resolved via the phone. Should NatWest go ahead with its plan, its closest branch after this closure will be at the top of Hounslow High Street. This alternative is oversubscribed with only two counters and not an easy or straight forward journey, especially for residents with limited mobility. It is located beyond bus services and far from parking, unlike London Road, Isleworth where there are plenty of both nearby. Likewise I understand the Hounslow Branch was recently closed due to flooding.

In your email you mentioned the support offered for older customers and those identified as vulnerable. I would be interested to know the extent that, beyond letters in the post, NatWest have contacted all customers who would normally use the branch to seek comment on this proposed closure and the alternative options available. Additionally what percent of existing customers at the Isleworth Branch do not use online banking?

I would greatly appreciate the chance to meet with you along with the ward councillors for Osterley and Spring Grove who represent where the branch is located; closure would, however, also affect residents and NatWest customers from further afield. I look forward to hearing back from you and hope that NatWest will reconsider the decision to close this much valued bank branch.

Yours sincerely,

Ruth Cadbury MP

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