

# Keep Our NatWest Bank Branch Open

Alison Roberts DBE  
Group Chief Executive Officer  
National Westminster Bank Plc  
250 Bishopsgate  
London EC2M 4AA  
7 July 2023

Dear Dame Alison

## Proposed closure of Isleworth Bank Branch

We are customers, residents and users of the London Road, Isleworth Branch of NatWest Bank asking that the company withdraws its proposal to shut this valued facility on Wednesday 12 July 2023. We are sharing 120+ letters to you from them.

Serving several generations of customers from Osterley, Isleworth and further afield, this is the last remaining bank of any brand left between High Street Hounslow and Chiswick High Road. Should this NatWest go it would have a big impact on local shops and personal customers especially those without skills for online or telephone banking and requiring less frustrating face to face contact.

The company's mitigation materials do not reflect the current reality of 150 to 200 customers daily, more than double if cash machine users are included. The closure pamphlet, *Here's what it means to you: Tomorrow Begins Today*, states that NatWest, "... spoke to [four] key members of the local community [including] ... Ruth Cadbury MP and Councillor Unsa Chaudri" this is completely untrue and should be properly explained. Had they been spoken to, neither would have agreed to any of this. Indeed, Ruth Cadbury MP has written in opposition to the closure and requested a meeting which has yet to be arranged by NatWest.

The figures in the pamphlet also bear no statistical relevance or explanation, particularly when mixing pre, during and post Covid-19 figures and use of the branch.

NatWest Isleworth offers easy access, your own customer car park, free shopper parking right outside and, on The Grove. You serve and support local businesses, staff and visitors to the local hospital, college staff and students, ambulance and fire station workers. Not least, it is most accessible for older people coming there with or without carers, and good for buses too.

None of these customers, your customers, wants to travel to Hounslow, a time consuming and difficult experience even for the more patient and ambulant. NatWest there has few staff and often long queues.

Surveying customers recently, many said travelling to Hounslow would be extremely difficult, not least for our vulnerable. The heavy rains, on 14 June 2023, caused the closure of the Hounslow NatWest branch for five days, and left Isleworth Branch to take up the slack; people also now come to London Road from Twickenham and Brentford since all banks (including NatWest) there shut.

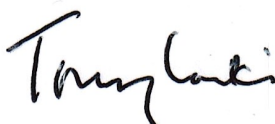
We ask you to meet face to face with representatives of your customers to, even at this late hour, properly review this proposal and consider how best to keep 468 London Road open.

Please withdraw your closure of this branch on Wednesday 12 July 2023.

Yours sincerely



**Madhuri Kapila**



**Tony Louki for Osterley & Spring Grove Ward Councillors**

Contact: Keep Isleworth Bank Open, c/o 101 Thornbury Road, Isleworth, TW7 4NJ  
Email: KNWBOpen@gmail.com