

Hannah Blythyn AC/AM  
Y Dirprwy Weinidog Tai a Llywodraeth Leol  
Deputy Minister for Housing and Local Government



Llywodraeth Cymru  
Welsh Government

Eich cyf/Your ref  
Ein cyf/Our ref HB/16/19

Leanne Wood AM  
Member for Rhondda

[Leanne.Wood@assembly.wales](mailto:Leanne.Wood@assembly.wales)

13 November 2019

Dear Leanne,

Thank you for raising during Business Questions on 15 October the fact that Barclays was intending to remove its customers' ability to withdraw cash from their accounts through the Post Office after 8 January 2020.

I certainly share your concern given the increasing number of branch closures from all the major high street banks operating in Wales. It is a fact that many Welsh communities have been left with no bank branch access at all. We have repeatedly been told that the impact on these communities will be mitigated by the fact customers can use their local Post Office to access a limited range of banking services. The most vital of these is free access to cash.

Barclays has now announced that it has reversed this decision and I am very glad that common sense has prevailed.

Canolfan Cyswllt Cyntaf / First Point of Contact Centre:  
0300 0604400

Bae Caerdydd • Cardiff Bay  
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CF99 1NA

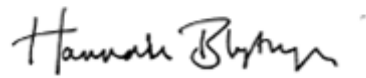
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Rydym yn croesawu derbyn gohebiaeth yn Gymraeg. Byddwn yn ateb gohebiaeth a dderbynnir yn Gymraeg yn Gymraeg ac ni fydd gohebu yn Gymraeg yn arwain at oedi.

We welcome receiving correspondence in Welsh. Any correspondence received in Welsh will be answered in Welsh and corresponding in Welsh will not lead to a delay in responding.

I have written to Barclays and asked them to provide me with an assurance that they will consider extending the length of this new agreement with Post Office Limited beyond the next three years. I will provide an update on this matter once a response has been received.

Yours sincerely,

A handwritten signature in black ink, reading "Hannah Blythyn". The signature is written in a cursive style with a small mark at the end.

**Hannah Blythyn AC/AM**

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Jonathan Brenchley  
Head of Corporate Relations Wales  
Barclays Bank PLC

[jonathan.brenchley@barclays.com](mailto:jonathan.brenchley@barclays.com)

13 November 2019

Dear Jonathan,

I am writing to you regarding the recent announcement that Barclays has reversed its decision to withdraw from its agreement with Post Office Limited and will continue to allow its customers to access their accounts through the Post Office. I am glad that common sense has prevailed.

We are seeing an increasing number of branch closures from all the major high street banks operating in Wales. This practice is leaving many Welsh communities with no bank branch access at all. We have repeatedly been told that the impact on these communities will be mitigated by the fact customers can use their local Post Office to access a limited range of banking services. The most vital of these is free access to cash.

I understand that the arrangement with Post Office Limited will remain in place for at least the next three years. Can you provide me with any assurance that Barclays will consider extending this agreement?

Yours sincerely,

**Hannah Blythyn AC/AM**  
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