

## **Branch Data and Closures Report**

The following data reporting fields must be completed, where applicable, for all branches. We ask that you provide your submission as an XML file, following the formatting guidelines as far as possible. We recommend reviewing previously processed returns you have been provided with for further guidance on the formatting of fields that are similar.

### **Notes**

**ATM IDs:** By ‘ATM IDs’ we mean the IDs used by the LINK Scheme Ltd., which they normally obtain from you. ATM ID formats vary. The most common case is an 8-symbol ID containing both letters and numbers (it can also be prepended by a 6-digit firm ID). Please contact us directly if in doubt or if the proposed format is not suitable.

**Deposit ATMs:** where we ask specific questions about deposit ATMs, unless otherwise specified please report those accessible only by your firm’s own customers (or others served through a specific cross-brand servicing agreement). Universal deposit ATMs will be reported by the LINK Scheme Ltd.

**Proposed closures:** these data reporting fields must be completed for any and all branches that are proposed to be permanently closed. Branches which were submitted as proposed closures in a previous hopper but are not yet publicly announced as closures should be submitted and the “Previous hopper” field inputted as “Yes”.

**Planned weekday closures:** These should be provided separately to your firm supervisor, with [branchclosuredata@fca.org.uk](mailto:branchclosuredata@fca.org.uk) copied into your response.

**Community bankers:** These locations should be included and labelled according to the column “Community banker” provided. Note, however, that Banking Hub locations should not be included in the submission.

Further information on how to submit the data:

- Please endeavour to submit as much information as you can. It is important that you list all branches, including agency and ‘cashless’ branches, if applicable, but excluding branches that have already been permanently closed. If a permanent closure of a branch has been announced or decided upon, but has not yet eventuated, the branch should still be included, even if it is temporarily closed.

- The submission should contain one row per branch or one row per mobile stop, if present. A mobile branch is a collection of one or more mobile stops. The first row should include column names (single row) as per the template. Should you need to include custom header names which require notes, please provide such notes separately (for example, by including an explanation in an email).
- In all cases, empty cells should only be used to indicate unknown, unavailable, or not applicable. Zeroes in numeric cells should only denote known zero values, etc.
- Please let us know of any data quality concerns or where data has not been cleaned/checked, etc.

Data reporting field identifier	Data reporting field definition	Type	Notes
<b>All branches</b>			
<b>A: Identifying information</b>			
FRN	Your firm’s Financial Services Register reference number (FRN); see <a href="https://register.fca.org.uk/s/">https://register.fca.org.uk/s/</a>	6- or 7-digit number	Must be recognised as a known FRN.
BUID	A unique ID used by your organisation to identify branches.	any	<p>The values must be unique for a given FRN (ie, for a given firm) and there must be no missing IDs. If any branch unique IDs (BUIDs) are missing or non-unique, all values will be replaced by a range from 1 to the total number of branches.</p> <p>If you are adding new branches, these should have new unique IDs. There should be no repeating IDs unless these are referring to a mobile ‘branch’.</p>

			<p>If you wish to update BUIDs for existing records, please keep the original BUID column and include a new column, eg, BUID New, for unique branch IDs.</p>
MUID	<p>A unique ID used by your organisation to identify mobile stops/branches.</p>	any	<p>This column also distinguishes mobile stops from physical branches. Please keep this column empty for non-mobile branches.</p> <p>Note that by a ‘mobile branch’ we mean a collection of mobile stops (if more than one); ie, a single van (= ‘branch’) can be stopping at different locations on its route.</p> <p>Ideally, a stop will be defined by a unique location, but we understand that this will not always be possible.</p> <p>If you are adding new mobile stops, these should have new unique IDs (within a given BUID).</p> <p>If you wish to update mobile stop unique IDs (MUIDs) for existing records, please keep the original MUID column and include a new column, eg, MUID New, for unique mobile stop IDs.</p> <p><b>In all cases, please keep this column empty for non-mobile branches.</b></p>

Branch name	Branch name	text	Must be recognised and associated with the FRN.
Brand	Brand or trading name (if different from the firm name).	text	Please provide this information if branches belonging to multiple brands are included in the same file. Where a single branch serves customers of multiple brands, this should be the main brand of the branch.  Must be recognised and associated with the FRN.
Sort code	Branch sort code <b>with no hyphens.</b>	6-digit code	Sort code associated with the branch.
Other ID	Any other identifying information, if applicable.	any	Free format
Leasehold	This branch is a leasehold which is due to expire <b>within the next 12 months.</b>	Yes/No/NA	
<b>B: Location information</b>			
Postcode	Postcode	text	Preferred format: <outcode><single space><incode>, where: <ul style="list-style-type: none"> <li>the outcode contains 2, 3 or 4 alphanumeric characters and is of the form AN, ANN, AAN, ANA, AANN, or AANA, with</li> </ul>

			<p>A denoting a letter and N denoting a digit; and</p> <ul style="list-style-type: none"> <li>the incode is 1 digit and 2 letters (NAA).</li> </ul> <p>For example, “E20 1JN”.</p> <p>If possible, please ensure any terminated postcodes are replaced with their correct live versions.</p>
Address	Branch address, excluding postcode.	text	<p>Please include building name/number(s), where applicable. Please avoid abbreviations as far as possible.</p> <p>For example, “Financial Conduct Authority, 12 Endeavour Square, London”.</p> <p>For mobile stops, please include the nearest available address where possible.</p> <p>A single line address is preferred, but it is acceptable to include separate columns for Address 1, Address 2, etc.</p>
Easting	Branch location: British National Grid (BNG) coordinates (OSGB 1936 / EPSG: 27700), easting and northing.	numeric	<p>Note that BNG is used for all of the UK, including Northern Ireland. Various databases for Northern Ireland will commonly use versions of the Irish National Grid instead (typically either IRENET95, EPSG: 2157 or TM75, EPSG: 29903).</p>
Northing		numeric	

Latitude	Branch location: World Geodetic System 1984 (WGS) coordinates (WGS 84, EPSG: 4326), latitude and longitude.	numeric	Note that these are reprojected BNG coordinates.
Longitude		numeric	
Other location	Any other information which might help to precisely locate the branch, if applicable.	any	Free format
<b>C: Branch opening hours</b>			
Monday	<b>Current</b> branch opening hours.	text	<p>Here, ‘current’ should be taken to mean typical in the most recent period. Generally, these will be the opening hours at the end of the reporting period.</p> <p>However, please do not report any very short-term temporary changes, eg, when a branch happened to be closed on a particular day during the last week of the reporting period, but such a change was a one-off.</p> <p>For the purposes of this definition, ‘short-term’ should be taken to mean a period of less than 2 weeks. Changes ‘until further notice’ are generally not short term.</p> <p>Examples:</p>
Tuesday			
Wednesday			
Thursday			
Friday			
Saturday			
Sunday			

			<ul style="list-style-type: none"><li>• ‘09:00-16:00’ denotes a branch open from 9am to 4pm without a break.</li><li>• ‘08:45-12:30; 13:30-15:00’ denotes a branch open from 8:45am to 12:30pm, closing (eg, for lunch) from 12:30pm to 1:30pm, and then open from 1:30pm to 3pm.</li></ul> <p>If a branch is closed on a given day, this should be recorded using a single keyword ‘closed’. Note that this is not the same as an empty cell, which indicates that the opening hours for this branch are unknown.</p> <p>Please adhere to the formatting guidelines as much as possible:</p> <ul style="list-style-type: none"><li>• A single time should be recorded as HH:MM, where HH is a zero-padded hour between 00 and 23 (24-hour clock) and MM is a zero-padded minute between 00 and 59. (This is the reduced precision extended ISO 8601 format without seconds and with the qualifier ‘T’ omitted as there is no risk of ambiguity.)</li><li>• A range should be recorded as &lt;from&gt;-&lt;to&gt; (separated by a</li></ul>
--	--	--	---

			<p>single dash), with both ‘from’ and ‘to’ in the HH:MM format, and the ‘from’ time earlier than the ‘to’ time.</p> <ul style="list-style-type: none"> <li>Multiple ranges should be separated by a semicolon.</li> </ul>
Reduced	These opening hours have been reduced relative to pre-Covid-19 levels, ie, relative to February 2020.	Yes/No/NA	This should be ‘Yes’ if any opening hours have been reduced.
Temporary closed days	How many days has this branch been closed for in the reporting period to which the data relates?	numeric	Please approximate if the precise count is not available. Enter 0 if no such closures; leave empty if unknown.
Temporary closed reason	Reason(s) for temporary closure(s), eg, ‘maintenance’.	text	<p>If more than one reason, please enter a semicolon-separated list (preferably in order of importance).</p> <p>If one of the reasons is clearly more important, you do not need to list all of them. For example, if a branch has been closed for 5 days due to maintenance and for 1 day due to, for example, weather conditions, please include maintenance as the main reason.</p>
Other hours	Any other information on opening hours, if applicable.	Any	Free format



<b>D: Branch characteristics and internal facilities</b>			
Agency	This is an agency branch.	Yes/No/NA	
Dependent	This branch is operationally dependent on or 'twinned' with a neighbouring branch (eg, due to shared staffing, rotas, etc).	Yes/No/NA	
Community banker	This location is for a community banker.	Yes/No/NA	Community bankers are locations where staff can support customers in a local area, typically offering drop-in or appointment sessions in local venues. These locations are frequently set up to support customers in areas that have experienced branch closures and are often cashless. Note that Banking Hub locations should not be included in the submission; this field captures community banker locations that are unique to your firm.
Counter face to face	This branch has assisted services, ie, either a counter or face-to-face services or both.	Yes/No/NA	

Consumer deposits

This branch has **internal free-to-use facilities** for **personal** banking customers to make cash deposits.

Yes/No/NA

**Any** facilities qualify, including counter-based, ‘Smart ATMs’ with deposit function, etc.

Please note that:

- a branch will be considered ‘business only’ if it has no free-to-use internal facilities for cash deposits or withdrawals available to personal banking customers; and
- a branch will be considered ‘cashless’ if all 4 statements regarding business and consumer deposits and withdrawals are ‘No’ (ie, there are no free-to-use internal facilities for cash deposits or withdrawals available to either business or personal banking customers).

If a branch does **not** deal with current accounts and has no ATMs or other such facilities for cash withdrawals or deposits, but still deals with **savings accounts** (so that customers can, at least in principle, withdraw cash from or deposit it into their savings accounts), **please answer ‘Yes’ to the relevant question(s) and make a**

			<b>note in Other Type = “Savings only”.</b>
Business deposits	This branch has <b>internal free-to-use facilities</b> for <b>business</b> banking customers to make cash deposits.	Yes/No/NA	<p><b>Any</b> facilities qualify, including counter-based, ‘Smart ATMs’ with deposit function, etc.</p> <p>Please note that:</p> <ul style="list-style-type: none"> <li>• a branch will be considered ‘business only’ if it has no free-to-use internal facilities for cash deposits or withdrawals available to personal banking customers; and</li> <li>• a branch will be considered ‘cashless’ if all 4 statements regarding business and consumer deposits and withdrawals are ‘No’ (ie, there are no free-to-use internal facilities for cash deposits or withdrawals available to either business or personal banking customers).</li> </ul> <p>If a branch does <b>not</b> deal with current accounts and has no ATMs or other such facilities for cash withdrawals or deposits, but still deals with <b>savings accounts</b> (so that customers can, at</p>

			<p>least in principle, withdraw cash from or deposit it into their savings accounts), <b>please answer ‘Yes’ to the relevant question(s) and make a note in Other Type = “Savings only”</b>.</p>
<p>Consumer withdrawals</p>	<p>This branch has <b>internal free-to-use facilities</b> for <b>personal</b> banking customers to make cash withdrawals.</p>	<p>Yes/No/NA</p>	<p><b>Any</b> facilities qualify, including counter-based, withdrawal ATMs, etc.</p> <p>Please note that:</p> <ul style="list-style-type: none"> <li>• a branch will be considered ‘business only’ if it has no free-to-use internal facilities for cash deposits or withdrawals available to personal banking customers; and</li> <li>• a branch will be considered ‘cashless’ if all 4 statements regarding business and consumer deposits and withdrawals are ‘No’ (ie, there are no free-to-use internal facilities for cash deposits or withdrawals available to either business or personal banking customers).</li> </ul> <p>If a branch does <b>not</b> deal with current accounts and has no ATMs or other such facilities for cash withdrawals or deposits, but still deals with <b>savings</b></p>

			<p><b>accounts</b> (so that customers can, at least in principle, withdraw cash from or deposit it into their savings accounts), <b>please answer ‘Yes’ to the relevant question(s) and make a note in Other Type = ‘Savings only’.</b></p>
Business withdrawals	<p>This branch has <b>internal free-to-use facilities</b> for <b>business</b> banking customers to make cash withdrawals.</p>	Yes/No/NA	<p><b>Any</b> facilities qualify, including counter-based, withdrawal ATMs, etc.</p> <p>Please note that:</p> <ul style="list-style-type: none"> <li>• a branch will be considered ‘business only’ if it has no free-to-use internal facilities for cash deposits or withdrawals available to personal banking customers; and</li> <li>• a branch will be considered ‘cashless’ if all 4 statements regarding business and consumer deposits and withdrawals are ‘No’ (ie, there are no free-to-use internal facilities for cash deposits or withdrawals available to either business or personal banking customers).</li> </ul> <p>If a branch does <b>not</b> deal with current accounts and has no ATMs or other such facilities for cash withdrawals or deposits, but still deals with <b>savings</b></p>

			<b>accounts</b> (so that customers can, at least in principle, withdraw cash from or deposit it into their savings accounts), <b>please answer ‘Yes’ to the relevant question(s) and make a note in Other Type = ‘Savings only’.</b>
Business balance enquiries	This branch offers balance enquiry services for business accounts.	Yes/No/NA	
Last branch in town	Do you classify this branch as last branch in town/last branch in community?	Yes/No/NA	This is based on your firm’s internal definition.
Internal free to use ATM IDs	IDs of all internal free-to-use withdrawal ATMs.	text	<p>Enter a semicolon-separated list if more than one internal free-to-use withdrawal ATM (FTU withdrawal ATM) is present.</p> <p>Enter ‘none’ if no internal FTU withdrawal ATMs are present.</p> <p>Leave empty only if unknown (alternatively, indicate this by a single keyword ‘unknown’).</p> <p>In the unlikely event that these IDs are unknown to you, please provide information about the number of such withdrawal ATMs - enter an integer (0, 1, 2, ...).</p>

Internal pay to use ATM IDs	IDs of all internal pay-to-use withdrawal ATMs.	text	<p>Enter a semicolon-separated list if more than one internal pay-to-use withdrawal ATM (PTU withdrawal ATM) is present.</p> <p>Enter 'none' if no internal PTU withdrawal ATMs are present.</p> <p>Leave empty only if unknown (alternatively, indicate this by a single keyword 'unknown').</p> <p>In the unlikely event that these IDs are unknown to you, please provide information about the number of such withdrawal ATMs - enter an integer (0, 1, 2, ...).</p>
Counter all	Please provide an estimate of the total number of counters within the branch which serve either personal and/or SME customers.	numeric	<p>A counter is classified as a staffed unit which provides cash deposit facilities for customers.</p> <p>Please include any counter which is staffed. Do not include counters which are never staffed or which do not allow for cash deposit and withdrawal.</p>
Counter personal	Please provide an estimate of the total number of counters within the branch which serve personal customers.	numeric	<p>A counter is classified as a staffed unit which provides cash deposit facilities for customers.</p> <p>Please include any counter which serves personal customers.</p>

Counter SME	Please provide an estimate of the total number of counters within the branch which serve SME customers.	numeric	A counter is classified as a staffed unit which provides cash deposit facilities for customers.  Please include any counter which serves SME customers.
ATM all	Please provide an estimate of the total number of deposit ATMs (for your own customers) within the branch which allow personal and/or SME customers to deposit notes and/or coin.	numeric	A deposit ATM is classified as a machine within the branch which allows customers to deposit cash (either notes and/or coin).  Please report deposit ATMs accessible only by your firm's own customers (or others served through a cross-brand servicing agreement).
ATM personal	Please provide an estimate of the total number of deposit ATMs (for your own customers) within the branch which allow personal customers to deposit notes and/or coin.	numeric	A deposit ATM is classified as a machine within the branch which allows customers to deposit cash (either notes and/or coin).  Please include any deposit ATM which serves personal customers.  Please report deposit ATMs accessible only by your firm's own customers (or others served through a cross-brand servicing agreement).
ATM SME	Please provide an estimate of the total number of deposit ATMs (for your own customers) within the	numeric	A deposit ATM is classified as a machine within the branch which allows customers to deposit cash (either notes and/or coin).



	branch which allow SME customers to deposit notes and/or coin.		<p>Please include any deposit ATM which serves SME customers.</p> <p>Please report deposit ATMs accessible only by your firm's own customers (or others served through a cross-brand servicing agreement).</p>
ATM note	Please provide an estimate of the total number of deposit ATMs (for your own customers) within the branch which allow a personal and/or SME customer to deposit notes <b>only</b> .	numeric	<p>A deposit ATM is classified as a machine within the branch which allows customers to deposit cash (either notes and/or coin).</p> <p>Please include any deposit ATM which allows note deposit.</p> <p>Please report deposit ATMs accessible only by your firm's own customers (or others served through a cross-brand servicing agreement).</p>
ATM coin	Please provide an estimate of the total number of deposit ATMs (for your own customers) within the branch which allow a personal and/or SME customer to deposit coin <b>only</b> .	numeric	<p>A deposit ATM is classified as a machine within the branch which allows customers to deposit cash (either notes and/or coin).</p> <p>Please include any deposit ATM which allows coin deposit.</p> <p>Please report deposit ATMs accessible only by your firm's own customers (or others served through a cross-brand servicing agreement).</p>

ATM cash IDs	IDs of all deposit ATMs.	text	<p>Enter a semicolon-separated list if more than one deposit ATM is present.</p> <p>Enter 'none' if no deposit ATMs are present.</p> <p>Leave empty only if machines do not have IDs or they are unknown.</p> <p>Please report deposit ATMs accessible only by your firm's own customers (or others served through a cross-brand servicing agreement).</p>
ATM support	This branch provides in-person support to customers who use deposit ATMs that allow customers to deposit cash (notes and/or coin) into their accounts.	Yes/No/NA	This should be 'Yes' if support is provided for any of the machines (including any universal deposit ATMs accessible by those other than your own customers). This includes support available on request to those who need it.
Non chip card	This branch has facilities to provide cash withdrawals and/or deposits for customers without a chip-enabled card.	Yes/No/NA	
Other type	Any other branch characteristics (covering cash access services) not captured by the above	any	Free format

	questions, if applicable (except 'mobile branch').		
<b>E: Branch accessibility</b>			
Wheelchair	This branch is wheelchair accessible.	Yes/No/NA	
Step free	This branch has step-free access.	Yes/No/NA	
Hearing	This branch has a hearing/induction loop available.	Yes/No/NA	
Visual impairment	This branch has a speaking withdrawal ATM or counter service available.	Yes/No/NA	
Other access	Any other branch accessibility information, if applicable.	any	Free format
<b>F: External facilities</b>			
External deposit	This branch has external machines or safes that allow customers to deposit cash into their accounts.	Yes/No/NA	<p>Examples may include, but are not limited to:</p> <ul style="list-style-type: none"> <li>• envelope deposit machines;</li> <li>• smart deposit machines;</li> <li>• ATMs that accept cash deposits.</li> </ul>

			This should be 'Yes' if any such machines are available.
External free to use ATM IDs	IDs of all external free-to-use withdrawal ATMs.	text	<p>Enter a semicolon-separated list if more than one external free-to-use withdrawal ATM (FTU withdrawal ATM) is present.</p> <p>Enter 'none' if no external FTU withdrawal ATMs are present.</p> <p>Leave empty only if unknown (alternatively, indicate this by a single keyword 'unknown').</p> <p>In the unlikely event these IDs are unknown to you, please provide information about the number of such withdrawal ATMs - enter an integer (0, 1, 2, ...).</p>
External pay to use ATM IDs	IDs of all external pay-to-use withdrawal ATMs.	text	<p>Enter a semicolon-separated list if more than one external pay-to-use withdrawal ATM (PTU withdrawal ATM) is present.</p> <p>Enter 'none' if no external PTU withdrawal ATMs are present.</p> <p>Leave empty only if unknown (alternatively, indicate this by a single keyword 'unknown').</p>

			In the unlikely event these IDs are unknown to you, please provide information about the number of such withdrawal ATMs - enter an integer (0, 1, 2, ...).
External 24/7 use	The external facilities at this branch are accessible 24/7.	Yes/No/NA	
Other external	Any other external facilities (covering cash access services), if applicable, or any additional notes.	any	Free format
<b>G: Usage level</b>			
Consumer footfall	Your best estimate of the number of personal customers served at this branch in the reporting period to which the data relates.	numeric	<p>The total footfall would include all personal customers who made use of any internal facilities regardless of the service (ie, this includes people who came in to ask a question about their account, for example). This does not include personal customers who only used external facilities (eg, external ATMs).</p> <p>This is the sum of every visit by personal customers. Account openings should be included in this figure but footfall relating to safe deposit boxes should be excluded.</p>

Business footfall	Your best estimate of the number of business customers served at this branch in the reporting period to which the data relates.	numeric	<p>The total footfall would include all business customers who made use of any internal facilities regardless of the service (ie, this includes people who came in to ask a question about their account, for example). This does not include business customers who only used external facilities (eg, external ATMs).</p> <p>This is the sum of every visit by business customers. Account openings should be included in this figure but footfall relating to safe deposit boxes should be excluded.</p>
Consumer volume withdrawal	Your best estimate of the total volume, in pounds (ie, the total value, or the sum of all the transaction amounts), of in-branch personal cash withdrawals in the reporting period to which the data relates.	numeric	<p>Note that this is the total pound value of withdrawals from accounts, not the total amount of transactions. This figure should include withdrawals made from accounts that thereafter closed during the reporting period.</p> <p>Please do <b>not</b> include the currency symbol (all values should be in pounds) or any thousands separators (commas). Use a dot as a decimal separator if the number includes pence (but this is unnecessary).</p>

Business volume withdrawal	Your best estimate of the total volume, in pounds (ie, the total value, or the sum of all the transaction amounts), of in-branch business cash withdrawals in the reporting period to which the data relates.	numeric	<p>Note that this is the total pound value of withdrawals from accounts, not the total amount of transactions. This figure should include withdrawals made from accounts that thereafter closed during the reporting period.</p> <p>Please do <b>not</b> include the currency symbol (all values should be in pounds) or any thousands separators (commas). Use a dot as a decimal separator if the number includes pence (but this is unnecessary).</p>
Consumer volume deposit	Your best estimate of the total volume, in pounds (ie, the total value, or the sum of all the transaction amounts), of in-branch personal cash deposits in the reporting period to which the data relates.	numeric	<p>Note that this is the total pound value of deposits into accounts, not the total amount of transactions. This figure should include deposits made into accounts that thereafter closed during the reporting period.</p> <p>Please do <b>not</b> include the currency symbol (all values should be in pounds) or any thousands separators (commas). Use a dot as a decimal separator if the number includes pence (but this is unnecessary).</p>
Business volume deposit	Your best estimate of the total volume, in pounds (ie, the total value, or the sum of all the transaction amounts), of in-branch	numeric	<p>Note that this is the total pound value of deposits into accounts, not the total amount of transactions. This figure should include deposits made into</p>

	business cash deposits in the reporting period to which the data relates.		accounts that thereafter closed during the reporting period.  Please do <b>not</b> include the currency symbol (all values should be in pounds) or any thousands separators (commas). Use a dot as a decimal separator if the number includes pence (but this is unnecessary).
Consumer withdrawal transactions	Your best estimate of the total number of in-branch personal withdrawal transactions in the reporting period to which the data relates. This is inclusive of internal withdrawal ATM transactions.	numeric	
Business withdrawal transactions	Your best estimate of the total number of in-branch business withdrawal transactions in the reporting period to which the data relates. This is inclusive of internal withdrawal ATM transactions.	numeric	
Consumer deposit transactions	Your best estimate of the total number of in-branch personal deposit	numeric	



	transactions in the reporting period to which the data relates. This is inclusive of internal deposit ATM transactions.		
Business deposit transactions	Your best estimate of the total number of in-branch business deposit transactions in the reporting period to which the data relates. This is inclusive of internal deposit ATM transactions.	numeric	
Consumer balance enquiries	Your best estimate of the total number of in-branch personal balance enquiries in the reporting period to which the data relates. This is inclusive of internal ATM transactions.	numeric	
Business balance enquiries	Your best estimate of the total number of in-branch business balance enquiries in the reporting period to which the data relates. This is inclusive of internal ATM transactions.	numeric	

<p>Number of registered personal customers</p>	<p>Your best estimate of the total number of personal customers registered/domiciled at this branch as at the end of the reporting period to which the data relates. This should be inclusive of youth and graduate accounts.</p>	<p>numeric</p>	
<p>Definition of regular personal customer</p>	<p>Your definition of a regular personal customer.</p>	<p>any</p>	<p>Free format</p> <p>Regular customers may differ from registered customers as those registered at one branch may regularly use another branch – eg, a city centre branch may have a much greater number of regular customers than registered customers as those registered at other branches use a city centre branch because their workplace is nearby.</p>
<p>Number of regular personal customers</p>	<p>The number of personal customers regularly using this branch based on the above definition of regular personal customer. This should be inclusive of youth and graduate accounts.</p>	<p>numeric</p>	

Number of online customers	The number of regular personal customers (as per the above definition) who access accounts online at least once a month. This should be inclusive of youth and graduate accounts.	numeric	
Number of mobile banking customers	The number of regular personal customers (as per the above definition) who access accounts via mobile banking at least once a month. This should be inclusive of youth and graduate accounts.	numeric	
Number of phone banking customers	The number of regular personal customers (as per the above definition) who access accounts via telephone banking at least once a month. This should be inclusive of youth and graduate accounts.	numeric	
Definition of regular SME customer	Your definition of a regular SME customer.	any	Free format
Number of regular SME customers	The number of SME customers regularly using	numeric	

	this branch based on the above definition of regular SME customer.		
Number of SME deposit customers	Your best estimate of the total number of regular SME customers using this branch for cash deposits as at the end of the reporting period to which the data relates, based on the above definition of regular SME customer.	numeric	
Number of SME withdrawal customers	Your best estimate of the total number of regular SME customers using this branch for cash withdrawals as at the end of the reporting period to which the data relates, based on the above definition of regular SME customer.	numeric	
Number of registered SME customers	Your best estimate of the total number of SME customers registered/domiciled at this branch as at the end of the reporting period to which the data relates.	numeric	

Other usage	Any other usage information (covering cash access services) and relating to the reporting period to which the data relates.	any	Free format
<b>H: Customers in vulnerable circumstances</b>			
Number of vulnerable customers	The number of regular personal customers (as per the above definition) identified as vulnerable.	numeric	Regular customers may differ from registered customers as those registered at one branch may regularly use another branch – eg, a city centre branch may have a much greater number of regular customers than registered customers as those registered at other branches use a city centre branch because their workplace is nearby. Where relevant, these fields should be inclusive of youth and graduate accounts.
Number of passbook non chip customers	The number of regular personal customers (as per the above definition) who use accounts such as passbook or use non ‘chip and pin’ enabled cards.	numeric	Regular customers may differ from registered customers as those registered at one branch may regularly use another branch – eg, a city centre branch may have a much greater number of regular customers than registered customers as those registered at other branches use a city centre branch because their workplace is nearby. Where relevant, these fields

			should be inclusive of youth and graduate accounts.
Number of basic accounts	The number of regular personal customers (as per the above definition) who use basic bank accounts at this branch.	numeric	Regular customers may differ from registered customers as those registered at one branch may regularly use another branch – eg, a city centre branch may have a much greater number of regular customers than registered customers as those registered at other branches use a city centre branch because their workplace is nearby. Where relevant, these fields should be inclusive of youth and graduate accounts.
Other vulnerable	Any other information on particular aspects of the vulnerable population identified.	any	Free format
<b>I: Support strategy for vulnerable customers</b>			
Support strategy	Please provide the name of the document(s) which outline the support strategy (covering cash access), as it relates to branch closures, specifically for vulnerable customers and customers who use	any	Free format  The documents referred to in this response should be provided to your firm supervisor, with <a href="mailto:branchclosuredata@fca.org.uk">branchclosuredata@fca.org.uk</a> copied in, alongside the return of this report.

	passbook and/or non ‘chip and pin’ enabled cards.		
<b>J: Removal of Saturday hours</b>			
Saturday closure	This branch is planned to have Saturday hours removed.	Yes/No/NA	
Saturday closure residual	Specify any residual services (covering cash access services) planned if removing Saturday hours (with details).	any	Free format
<b>K: Proposed closure</b>			
Proposed closure	This branch is proposed to be permanently closed.	Yes/No	<p>Note that if:</p> <ul style="list-style-type: none"> <li>• no proposed closures are planned (ie, all branches are input as ‘No’ in this field); or</li> <li>• the proposed closure template is being completed and returned in a Branch Data and Closures Report covering a later reporting period that is being submitted during the same window for submitting data,</li> </ul> <p>the proposed closure template should not be completed or returned.</p>

<b>Proposed closures</b>			
<b>L: Proposed closure details</b>			
Branch closure date	Intended date of branch closure in DD/MM/YYYY format.	date	If you do not have an intended date of closure (for instance, because the branch is remaining open until the opening of a Banking Hub, and the opening date of the Banking Hub is unknown), leave this field empty.
Branch closure announcement date	Date of intended public announcement in DD/MM/YYYY format.	date	If this is unknown, leave this field empty.
ATMs remaining	IDs of all withdrawal ATMs which will remain open after the branch closure, if any.	text	Enter 'none' if all withdrawal ATMs at this branch will close. Enter 'unknown' if the IDs are unknown. Leave empty only if there are no withdrawal ATMs at this branch.
Previous hopper	This branch was submitted as proposed to be closed in a previous hopper, but the closure has not yet been publicly announced.	Yes/No/NA	
<b>M: Communication around closures</b>			
Less than 12 weeks	Less than 12 weeks' notice will be provided for this closure.	Yes/No/NA	



Local stakeholders	Please provide the name of the document(s) which list the specific names of the local stakeholders who are to be engaged post-announcement.	any	Free format Within these documents, where an organisation is referred to, include the local contact details. These documents should be provided to your firm supervisor, with <a href="mailto:branchclosuredata@fca.org.uk">branchclosuredata@fca.org.uk</a> copied in, alongside the return of this request.
Engagement strategy	Please provide the name of the document(s) which outline the engagement strategy (covering cash access services) with customers up to and post-closure (in addition to letters).	any	Free format These documents should be provided to your firm supervisor, with <a href="mailto:branchclosuredata@fca.org.uk">branchclosuredata@fca.org.uk</a> copied in, alongside the return of this request.
<b>N: Timing of provision of alternative access point</b>			
Provision gap	Will there be a timing gap between the closure of the branch and the availability of any residual services (covering cash access services)?	Yes/No/NA	
Provision gap time	If “Yes” is entered in the Provision Gap field, the length of time in weeks of the provision gap.	numeric	

	Otherwise, this field should be left empty.		
Provision gap details	If “Yes” is entered in the Provision Gap field, please provide any other details of the timing gap and the availability of any residual services (covering cash access services). Otherwise, this field should be left empty.	any	Free format
<b>O: Details of available Post Offices</b>			
Nearest Post Office postcode	Postcode of nearest Post Office.	text	<p>Preferred format: &lt;outcode&gt;&lt;single space&gt;&lt;incode&gt;, where:</p> <ul style="list-style-type: none"> <li>the outcode contains 2, 3, or 4 alphanumeric characters and is of the form AN, ANN, AAN, ANA, AANN, or AANA, with A denoting a letter and N denoting a digit; and</li> <li>the incode is 1 digit and 2 letters (NAA).</li> </ul> <p>For example, “E20 1JN”.</p> <p>If possible, please ensure any terminated postcodes are replaced with their correct live versions</p>

Nearest Post Office address	Address of nearest Post Office, excluding postcode.	text	<p>Please include building name/number(s), where applicable. Please avoid abbreviations as far as possible.</p> <p>For example, “Financial Conduct Authority, 12 Endeavour Square, London”.</p> <p>For mobile stops, please include the nearest available address where possible.</p> <p>A single line address is preferred, but it is acceptable to include separate columns for Address 1, Address 2, etc.</p>
Is the Post Office enhanced?	The nearest Post Office is an enhanced Post Office.	Yes/No/NA	
Is the Post Office outreach?	The nearest Post Office is an outreach Post Office.	Yes/No/NA	
Nearest Post Office in driving time	Driving time <b>in minutes</b> to the nearest Post Office from the branch.	numeric	
Nearest Post Office in public transport time	Travel time on public transport <b>in minutes</b> to the nearest Post Office from the branch.	numeric	
Monday opening hours		text	

Tuesday opening hours	<b>Current</b> opening hours of nearest Post Office.	text	<p>Here, ‘current’ should be taken to mean typical in the most recent period. Generally, these will be the opening hours at the end of the reporting period (that is, the last week of the reporting period).</p> <p>However, please do <b>not</b> report any very short-term temporary changes, eg, when a Post Office happened to be closed on a particular day during the last week of the reporting period, but such a change was a one-off.</p> <p>For the purposes of this definition, ‘short-term’ should be taken to mean a period of time less than 2 weeks. Changes ‘until further notice’ are, generally, not short term.</p> <p>Examples:</p> <ul style="list-style-type: none"> <li>• ‘09:00-16:00’ denotes a Post Office open from 9am to 4pm without a break.</li> <li>• ‘08:45-12:30; 13:30-15:00’ denotes a Post Office open from 8:45am to 12:30pm, closing (eg, for lunch) from 12:30pm to 1:30pm, and then open from 1:30pm to 3pm.</li> </ul> <p>If a Post Office is closed on a given day, this should be recorded using a</p>
Wednesday opening hours		text	
Thursday opening hours		text	
Friday opening hours		text	
Saturday opening hours		text	
Sunday opening hours		text	

			<p>single keyword 'closed'. Note that this is not the same as an empty cell, which indicates that the opening hours for this branch are unknown.</p> <p>Please adhere to the formatting guidelines as far as possible:</p> <ul style="list-style-type: none"> <li>• A single time should be recorded as HH:MM, where HH is a zero-padded hour between 00 and 23 (24-hour clock) and MM is a zero-padded minute between 00 and 59. (This is the reduced precision extended ISO 8601 format without seconds and with the qualifier 'T' omitted as there is no risk of ambiguity.)</li> <li>• A range should be recorded as &lt;from&gt;-&lt;to&gt; (separated by a single dash), with both 'from' and 'to' in the HH:MM format, and the 'from' time earlier than the 'to' time.</li> <li>• Multiple ranges should be separated by a semicolon.</li> </ul>
Post Office capacity	Does the Post Office identified have sufficient capacity to take on new	Yes/No/NA	

	customers diverted from the closing branch?		
Post Office suitability	Highlight any capacity or suitability issues (covering cash access services) with identified Post Offices (including access for those with mobility issues).	any	Free format
Other Post Offices	The addresses and postcodes of up to 2 additional nearest Post Offices.	any	Only complete if they are deemed to be likely alternatives, otherwise leave blank.
<b>P: Impact of Post Office deflection on SMEs</b>			
Number of SME Post Office deflection	Number of SMEs registered at the closing branch that will be able to conduct all their cash transactions at the nearest Post Office.	numeric	
Number of SME other deflection	Number of SMEs registered at the closing branch that would need to migrate to another branch, or cash delivery (or collection).	numeric	
SME residual	Please provide the name of the document(s) which	any	Free format

	specify the SME specific residual service planned (with details).		These documents should be provided with the return of this request.
SME costs	Will the cost to SMEs in this population of depositing and/or withdrawing cash change following the closure?	Yes/No/NA	
SME contact strategy	Please provide the name of the document(s) which outline the contact strategy for this SME population.	any	Free format These documents should be provided with the return of this request.
Number of SME excess deposits	Your best estimate of the number of SME deposits that exceeded your Post Office deposit limit in the current year to date (to the end of last month).	numeric	
<b>Q: Details of remaining branches and deflection analysis</b>			
Nearest branch postcode	Postcode of nearest branch <b>of your brand.</b>	text	Preferred format: <outcode><single space><incode>, where: <ul style="list-style-type: none"> <li>the outcode contains 2, 3, or 4 alphanumeric characters and is of the form AN, ANN, AAN, ANA, AANN, or AANA, with A denoting a letter and N denoting a digit; and</li> </ul>

			<ul style="list-style-type: none"> <li>the incode is 1 digit and 2 letters (NAA).</li> </ul> <p>For example, “E20 1JN”.</p> <p>If possible, please ensure any terminated postcodes are replaced with their correct live versions</p>
Nearest branch address	Address of nearest branch <b>of your brand</b> , excluding postcode.	text	<p>Please include building name/number(s), where applicable. Please avoid abbreviations as far as possible.</p> <p>For example, “Financial Conduct Authority, 12 Endeavour Square, London”.</p> <p>For mobile stops, please include the nearest available address where possible.</p> <p>A single line address is preferred, but it is acceptable to include separate columns for Address 1, Address 2, etc.</p>
Nearest branch driving time	Driving time <b>in minutes</b> to the nearest branch <b>of your brand</b> .	Numeric	
Nearest branch public transport time	Travel time on public transport <b>in minutes</b> to the nearest branch <b>of your brand</b> .	Numeric	



Nearest branch Monday opening hours	<b>Current</b> opening hours of the nearest branch <b>of your brand</b> .	text	<p>Here, ‘current’ should be taken to mean typical in the most recent period. Generally, these will be the opening hours at the end of the reporting period (that is, the last week of the reporting period).</p> <p>However, please do <b>not</b> report any very short-term temporary changes, eg, when a branch happened to be closed on a particular day during the last week of the reporting period, but such a change was a one-off.</p> <p>For the purposes of this definition, ‘short-term’ should be taken to mean a period of time less than 2 weeks. Changes ‘until further notice’ are, generally, not short term.</p> <p>Examples:</p> <ul style="list-style-type: none"> <li>• ‘09:00-16:00’ denotes a branch open from 9am to 4pm without a break.</li> <li>• ‘08:45-12:30; 13:30-15:00’ denotes a branch open from 8:45am to 12:30pm, closing (eg, for lunch) from 12:30pm to 1:30pm, and then open from 1:30pm to 3pm.</li> </ul> <p>If a branch is closed on a given day, this should be recorded using a single</p>
Nearest branch Tuesday opening hours			
Nearest branch Wednesday opening hours			
Nearest branch Thursday opening hours			
Nearest branch Friday opening hours			
Nearest branch Saturday opening hours			
Nearest branch Sunday opening hours			

			<p>keyword ‘closed’. Note that this is not the same as an empty cell, which indicates that the opening hours for this branch are unknown.</p> <p>Please adhere to the formatting guidelines as far as possible:</p> <ul style="list-style-type: none"> <li>• A single time should be recorded as HH:MM where HH is a zero-padded hour between 00 and 23 (24-hour clock) and MM is a zero-padded minute between 00 and 59. (This is the reduced precision extended ISO 8601 format without seconds and with the qualifier ‘T’ omitted as there’s no risk of ambiguity.)</li> <li>• A range should be recorded as &lt;from&gt;-&lt;to&gt; (separated by a single dash), with both ‘from’ and ‘to’ in the HH:MM format, and ‘from’ time earlier than ‘to’ time.</li> <li>• Multiple ranges should be separated by a semicolon.</li> </ul>
Opening hours deflection	A period of operating hours for the nearest alternative branch will reach 95-100% or over 100% of capacity	Yes/No/NA	

	following the proposed closure as a result of diversion of customers from the closed branch.		
Services deflection	Highlight any services (covering cash access services) available at the closing branch and not at this branch.	Any	Free format
Suitability deflection	Highlight any capacity or suitability issues (covering cash access services) with the identified nearest branch (including access for those with mobility issues).	Any	Free format
<b>R: Details of remaining building societies and withdrawal ATMs</b>			
Nearest building society postcode	Postcode of nearest building society.	text	<p>Preferred format: &lt;outcode&gt;&lt;single space&gt;&lt;incode&gt;, where:</p> <ul style="list-style-type: none"> <li>the outcode contains 2, 3, or 4 alphanumeric characters and is of the form AN, ANN, AAN, ANA, AANN, or AANA, with A denoting a letter and N denoting a digit; and</li> <li>the incode is 1 digit and 2 letters (NAA).</li> </ul>

			<p>For example, “E20 1JN”.</p> <p>If possible, please ensure any terminated postcodes are replaced with their correct live versions</p>
Nearest building society address	Address of nearest building society, excluding postcode.	text	<p>Please include building name/number(s), where applicable. Please avoid abbreviations as far as possible.</p> <p>For example, “Financial Conduct Authority, 12 Endeavour Square, London”.</p> <p>For mobile stops, please include the nearest available address where possible.</p> <p>A single line address is preferred, but it is acceptable to include separate columns for Address 1, Address 2, etc.</p>
Nearest building society distance	Distance to the nearest building society from the branch <b>in miles</b> .	numeric	
Nearest FTU ATM postcode	Postcode of nearest <b>free-to-use</b> withdrawal ATM.	text	<p>Preferred format: &lt;outcode&gt;&lt;single space&gt;&lt;incode&gt;, where:</p> <ul style="list-style-type: none"> <li>the outcode contains 2, 3, or 4 alphanumeric characters and is of the form AN, ANN, AAN, ANA, AANN, or AANA, with</li> </ul>

			<p>A denoting a letter and N denoting a digit; and</p> <ul style="list-style-type: none"> <li>the incode is 1 digit and 2 letters (NAA).</li> </ul> <p>For example, “E20 1JN”.</p> <p>If possible, please ensure any terminated postcodes are replaced with their correct live versions</p>
Nearest FTU ATM address	Address of nearest <b>free-to-use</b> withdrawal ATM, excluding postcode.	text	<p>Please include building name/number(s), where applicable. Please avoid abbreviations as much as possible.</p> <p>For example, “Financial Conduct Authority, 12 Endeavour Square, London”.</p> <p>For mobile stops, please include the nearest available address where possible.</p> <p>A single line address is preferred, but it is acceptable to include separate columns for Address 1, Address 2, etc.</p>
Nearest ATM distance	Distance to the nearest <b>free-to-use</b> withdrawal ATM from the branch <b>in miles</b> .	numeric	Free format. Only complete if they are deemed to be likely alternatives, otherwise leave blank.
Other ATMs	The addresses and postcodes of up to 2	any	

	additional nearest withdrawal ATMs.		
--	--	--	--