



HOUSE OF COMMONS  
LONDON SW1A 0AA

Ref: LB

Mr R. McEwan  
Chief Executive Officer  
NatWest  
135 Bishopsgate  
London  
EC2M 3UR

5th June 2015

Dear Mr McEwan,

I am very disappointed to learn of the proposed closure of the NatWest Hoole Branch, in Chester, and I am writing to ask you to review this decision.

I suspect that the decision has been driven by an analysis of numbers, which do not take into consideration any local factors. Hoole is a distinct local community with a character of its own. The area around the branch is populated with locally owned independent shops whose owners have worked hard, not only to develop and maintain the character of the area, but also to promote the individual character of the streets around Hoole and its attractiveness as a shopping destination.

The bank serves not only Hoole but many of the neighbourhoods in surrounding areas. Having a bank on the main street attracts customers into the area who will then visit and patronise other businesses. Whereas you might feel that the vibrancy of local businesses is not the primary concern of NatWest, I believe that the long term interests of NatWest and its shareholders lie in supporting businesses such as those in Hoole, all of which require banking services and will remember the commitment shown to them by NatWest should you choose to stay.

The staff in the Hoole branch are well known and liked by their customers. Critically a move to the centre of Chester ignores several local factors: the town centre is already congested with traffic, and public transport provision will be affected by the imminent construction of a new bus interchange further away from your central Chester branch. Having a well-used satellite branch is more convenient for your local business customers and more helpful for customers that live in Hoole and the surrounding areas. It is also better for the environment.

Can I please urge you to look again at this decision, which may make sense to you when considering bare numbers, but does not make sense using any other criteria.

Yours sincerely,

Christian Matheson MP