



Dear Resident

I would like to hear your views on access to banking services in East Hampshire.

In recent years, many high street bank branches have closed, and I am keen to understand if and how this has affected you, whether that's about withdrawing or depositing cash, making payments, or accessing other banking services.

For example, do you now have to travel further to carry out your banking? Are you using Post Offices more frequently, and do they meet your needs? Are there gaps in the services currently available?

I am particularly interested in hearing from residents who may be less comfortable using online banking, as well as from small businesses that need to deposit cash takings.

Following my campaign a few years ago, the first 'banking hub' in Hampshire was established. Banking hubs provide access to services such as cash withdrawals, deposits and cheque handling, as well as in-person support from major banks on certain days.

I would like to understand whether there is now a need for further hubs, particularly in areas such as Alton and Petersfield.

I would be grateful if you could take a few minutes to complete the survey below. Your feedback will help inform my work locally.

Thank you for your time.

Damian Hinds
MP for East Hampshire

1

Are you responding as:

- An individual banking customer A business banking customer Both

2

Has a bank branch you used closed in the past 10 years?

- Yes (please specify which branch) No

continued >

3 How do you usually carry out your day-to-day banking? (Select all that apply)

- Online (on my phone)
- Online (on my tablet or pc)
- Nationwide (Alton)
- Nationwide (Petersfield)
- TSB (Alton) Santander (Alton)
- Santander (Petersfield)
- Barclays (Petersfield Library)
- Post Office
- Banking hub (e.g. Bordon)
- A bank branch outside East Hampshire (please state location and distance):

- Telephone banking
- Other

4 How confident are you using online banking?

- Very confident
- Somewhat confident
- Not very confident
- I do not use online banking (please explain why)

5 How often do you use cash?

- At least daily At least weekly
- Rarely I do not use cash

6 Are you aware of the full range of banking services available at Post Offices?

- Yes No Not sure

7 If you use the Post Office for banking, are there any services you cannot access there?

- Yes (please specify)

- No, it meets my needs Not sure

8 Would you like to see a banking hub in Alton and/or Petersfield?

- Yes No Not sure

9 If a banking hub were opened locally, how often do you think you would use it?

- Daily
- At least once a week
- At least once a month
- Rarely
- I would not use a banking hub

10 Do you have any other comments or concerns about banking services in East Hampshire:

11 What is your age group?

- Under 25 26-35 36-45
- 46-60 61-75 Over 75

YES I'd love to keep you informed about my work in East Hampshire. Please provide your email address below if you'd like to sign up to my monthly newsletter 'Reporting Back'.

YES You can also come along to one of my community meetings to share your views. Please tick this box to be sent details of the next meeting in your area.

RETURNING YOUR SURVEY...

The quickest way to share your views is online using the QR code. Alternatively, you can complete this questionnaire, take a photo of it, and email it to damian.hinds.mp@parliament.uk, or send it back by post (please affix a stamp) to Damian Hinds MP, House of Commons, London, SW1A 0AA



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