

10<sup>th</sup> November 2022Barclays UK  
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Cllr James de Vries  
Claire HaddockSent via Email: [CLLRJDEVRIES@SAFFRONWALDEN.GOV.UK](mailto:CLLRJDEVRIES@SAFFRONWALDEN.GOV.UK); [Claire@saffronwalden.gov.uk](mailto:Claire@saffronwalden.gov.uk)

Dear James and Claire,

I wanted to thank you for the warm welcome and your hospitality during my recent visit to the Town Hall in Saffron Walden.

I enjoyed exploring the town immensely and it was great to see it so busy on market day. The thoughtful collection you shared with me on the background of the town, including the history of Saffron Walden, was enlightening. I was particularly fascinated by the town's original settlement and medieval roots - and we really enjoyed the shortbread!

As you know, we have been exploring the alternative ways that we can retain a meaningful presence in the community, providing face to face support for customers where demand for in branch banking has declined. It was fantastic to see the support for our Barclays Local, which I know is thanks to the great partnership between the Town Council and the relationship with yourself Claire.

We're pleased to be working with you in the historic Town Hall building and hope to see demand from our customers continue.

Thank you again for taking the time to spend the morning with me. Please do share any further thoughts or feedback you might have with Mike Clark, particularly on how we can further enhance how we better serve our customers in Saffron Walden.

Yours sincerely,

Matt Hammerstein  
CEO, Barclays UK