



NatWest Community Bankers

I would like to introduce myself and highlight how I can help in the local community. My name is Greg Monks. As your local community banker, I will be in Buckley Town Council building on Mold Road each Thursday from 9.00- 4.00. I will hold drop in sessions between 12.00 and 2.00 and appointments between 9.00 and 12.00 and 2.00 and 4.00. I truly believe that in this role, I can help individuals achieve financial goals and plans and I can help the overall community. To book an appointment or ask a question, please contact me on 07880736654 or at gregory.monks@natwest.com

NatWest has launched a new role in response to the changing way our customers bank with us. Community Bankers will work in local communities recently affected by branch closures across England and Wales. Community Bankers will represent NatWest in their local communities; provide customers with personal assistance in accessing the right banking options for their needs across a range of channels; and help them to achieve their financial plans and goals.

There will be 50 Community Bankers in post by the end of 2017 and each Community Banker will serve up to four communities within a region. Community Bankers will be available to meet our customers wherever suits them best and if this means visiting them in their home then our community bankers are willing to do this.

As part of their role your local community Banker will:

- Develop a strong presence within the community, becoming a trusted and influential person and maintaining the tradition of the bank being a pillar of a thriving community
- Host regular events across the community to educate customers on being financially fit, living in the digital world and preventing fraud. These events will be held in local venues.
- Conduct financial health checks with customers, to identify opportunities to help them with new products or services appropriate to their goals, needs and priorities. These events will also be held in local community venues.
- Engage with the community through a number of channels such as charity events, social groups and other community activities
- Utilise social media to increase their presence in the community, through the sharing of useful and relevant financial and digital information and tips

NatWest serves customers in England and Wales, supporting them with their personal, private, and business banking needs. NatWest helps customers at all stages in their lives, from opening student accounts, to buying their first home, setting up a business, and saving for retirement.

Alongside a wide range of banking services, NatWest offers businesses specialist sector knowledge in areas such as manufacturing and technology, as well as access to specialist entrepreneurial support.

NatWest has been running MoneySense, an impartial financial education programme for 5–18 year-olds, for more than 21 years. By the end of 2018, NatWest will help another 1 million young people to understand and take control of their finances.



- Signpost and/or coach customers through our online application process for new products and services, providing them with the skills to self serve for future needs.
- Maintain and deepen relations through proactively conducting targeted customers care calls, particularly those who might otherwise lose contact with the bank taking the time to educate them in the variety of different ways to bank

Proactively educate customers in the different ways to bank, supporting them in choosing the right service options for their needs

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