



New chapter for Knaresborough: Newcastle Building Society opens doors to latest branch in town library

Newcastle Building Society has officially opened the doors to its latest branch in Knaresborough, helping restore access to financial services in the North Yorkshire market town.

Since the last bank left Knaresborough in 2021, Newcastle Building Society has worked in partnership with North Yorkshire County Council and Harrogate Borough Council to open a [community branch](#) within the town's popular library.

Bucking the national trend of bank branch closures, the UK's fastest growing building society is pioneering the use of multi-purpose services on the high street as part of its ongoing commitment to maintain and enhance access to cash and face to face financial services. Its innovative community branch model has been successfully introduced in three other locations; Wooler, Northumberland, Hawes in North Yorkshire and Yarm in Stockton-on-Tees.

By opening its 31st branch, the Society is delivering on its commitment to maintaining and growing its branch network through a multi-million pound investment programme across the North East, North Yorkshire and Cumbria. Its next community branch is planned in Tynemouth, in partnership with North Tyneside Council.

Newcastle Building Society also plans to install a OneBanx multi-bank transaction terminal in its Knaresborough community branch, improving access to cash for both personal and business users. The terminal to be installed in the Knaresborough branch is being planned for the end of the year, and will provide access to all banks on the Open Banking network, meaning customers of all the major UK banks will be able to use the service to withdraw and deposit cash.

Andrew Haigh, chief executive officer at Newcastle Building Society, said: "We're facing into a cost of living crisis which will impact every household budget in the country, so I can't think of a time when it

has been more important for people to have access to the face-to-face financial services they need. Our members tell us time and again how much they value our branch network, and whilst so many banks are closing branches, we remain absolutely committed to the high streets across our region.

“Our community branch model is one of the ways we’re taking an innovative approach to delivering the services that people want. We continue to invest heavily in our digital capability, but we’re allowing customers to choose how they want to use our services. That means taking a fresh look at the traditional branch model, working in partnership with local councils and other organisations to deliver a full branch service right in the heart of our communities.

“I’m delighted to formally open our new branch in Knaresborough and to become part of this vibrant community. The feedback from residents and other businesses in the town has been fantastic and we’re looking forward to establishing a long and mutually beneficial presence in the town.”

North Yorkshire County Council’s executive member for libraries, Cllr Greg White, said: “The opening of a Newcastle Building Society branch in Knaresborough library has been welcomed in the local community. They already offer a community branch within Hawes library which has proved very popular with those who need access to cash, and is a great way of multi-purposing an already well-used building.

“The offer of financial services has significantly increased footfall into Knaresborough library and is encouraging new visitors through the doors.”

Find out more about Newcastle Building Society’s latest branch here:
<https://www.newcastle.co.uk/our-branches/knaresborough/our-knaresborough-community-branch>

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Notes to Editors

About Newcastle Building Society

Newcastle Building Society* is the biggest building society in the North East, with a network of 31 branches and assets of more than £4.9bn. We've been here for our members for over 150 years. As a leading local employer, we're committed to growing our region's talent and being a great place to work where people can realise their potential. We hold Platinum IIP and won the Excellence and Positive Impact Award at the 2022 CIPD North East of England HR&D Awards. We were named Company of the Year in the Northumberland and Tyneside category of the North East Business Awards 2022.

We help people to own their home, to save and to plan their finances through our range of products and services. We believe in the role of the high street at the heart of our communities and, as our branch network grows, are increasingly proactive in making financial information and financial advice accessible across our region.

Our Financial Advice is provided through our Newcastle Financial Advisers Limited division**.

We're dedicated to helping our North East communities make positive changes; since 2016 the financial support through grants and donations from the Newcastle Building Society Community Fund at the Community Foundation to benefit local causes has surpassed £2.1m. Our total community contributions in 2021, made up of grants, match funding, and our ongoing partnership donations, was more than £750,000.

www.newcastle.co.uk

*Newcastle Building Society Principal Office: 1 Cobalt Park Way, Cobalt Business Park, NE28 9EJ. Newcastle Building Society is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority. Newcastle Building Society is entered in the Financial Services Register under number 156058. You can check this on the Financial Services Register or by contacting the Financial Conduct Authority on 0800 111 6768. Call 0845 734 4345 or visit us online at www.newcastle.co.uk

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