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IT'S time for a moan.

Oh no, not again, I can hear from those who know me well, but so be it. And come on, we haven't had a real one for a very long time in this column.

This may come as a surprise to some, but I actually enjoy going into my local bank, especially when I have something to deposit, but equally to have a human being to talk to if things need sorting. I always find the staff behind the tills helpful and courteous and with time for you, and yes, these are things I really appreciate.

Imagine my terror therefore when this morning I was handed a slip to say that in little over a month's time my bank will only be open on three weekdays and shut on two, but that 'online banking is available 24 hours'. Yes, I am sure it is, but as a principle I don't do online banking and I am not about to start now. That's all, full stop. When I go to my bank, I go to get a good service, to see a friendly face, exchange a few kind remarks, to hand over or take out my

hard-earned money with the willing assistance of a professional human being always happy to help.

I do sometimes wonder how many members of staff – not to mention customers – are consulted before decisions to severely limit opening times or close branches are taken? I cannot remember ever having been asked my opinion, can you?

Let's get back to being personal in this world today, let's not forget the value and spring to the step a kindly word and a helpful act can give, the difference in fact this can be to many people's lives, including but not exclusively the elderly, the lonely, and those who feel technologically oppressed, and I think we are many in today's world. I get a little tired of pressing buttons on a keyboard all the time to get anywhere, and to get things moving. The personal approach has to be the better one.

So there we have it, my rant for the month. Back to normal next time perhaps, whatever is normal? Thank you for listening.

Rev Preben Andersen

Thought for
the weak



with the Rev Preben
Andersen