

Handelsbanken Cirencester

is closing on 22 July 2024

Following a careful review we have made the difficult decision to close Cirencester branch on 22 July 2024.

The team will relocate and combine with our team at Cheltenham branch on 22 July 2024. At the same time, the Cheltenham branch will become known as **'Handelsbanken Cotswold branch'**.

We will write to any customers affected by this decision, as well as other stakeholders.

Why is this happening?

We're committed to our branch-based business model and our branches will always be fundamental to how we run our decentralised bank and how we engage with our customers.

However, we need to evolve and adapt our business in line with changing customer behaviour and demands. Part of this adaptation involves making adjustments to our branch network to ensure we continue to be represented in the right areas to serve our customers in the best possible way.

The initial consideration to close the branch was taken on economic grounds, and the detailed analysis took into account:

- Customer impact and customer outcomes
- Long term viability and opportunities for the branch
- Our environmental footprint

We believe that by joining resources with Cheltenham branch, customers will benefit. We'll be able to make better use of the expertise from colleagues across a wider team, which means greater service and support.

What this means for customers of Cirencester

If you're a customer of Cirencester you'll move to our Cotswold branch from 22 July 2024. If your account manager is changing, we'll write to tell you.

From this date you'll start to see the new branch name and address on your centrally produced banking correspondence and digital banking.

We've ensured that any emails you send to the old branch email address will be redirected to the new branch.

Your branch contact details will be:

Handelsbanken Cotswold Branch
Regent House, 65 Rodney Road
Cheltenham, Gloucestershire, GL50 1HX

Tel: 01242 265720

Email: cotswold@handelsbanken.co.uk

Website: handelsbanken.co.uk/cotswold

Getting there

Cotswold branch premises are located 17.7 miles away on the first floor at Regent House, 65 Rodney Road, Cheltenham, Gloucestershire, GL50 1HX. At peak travel times, the journey between the two branches is 40 minutes by car, or 30 minutes off peak. A peak journey would take 45 minutes by train or 50 minutes by bus.

Public transport

Cotswold branch has good public transport links, with local bus stops less than a 10 minute walk from the branch. Cheltenham Spa train station is 1.4 miles away, a 30 minute walk.

Parking

For those customers wishing to drive to Cheltenham branch, there is limited free parking available at the branch and also several large public car parks located nearby, with the nearest being a one minute walk away and a further two less than a five minute walk away.

Opening hours and accessibility

Cotswold branch also has good accessibility within the building with a lift taking customers to the branch offices located on the first floor.

The branch is open Monday-Friday between 9am and 5pm, the same as Cirencester branch.

Our service remains the same

The wider team will stay the same, and we'll continue to offer the same products and services. Your sort code and account number(s), and existing Handelsbanken Debit and/or Charge Card(s) won't change, so you won't need replacement chequebooks or any new

stationery. There's no change to how you use our online banking services and mobile banking apps.

Ways to bank

You don't have to visit a Handelsbanken branch to carry out day-to-day banking. The table below shows you what you can do and where.

	Individual customers	Corporate customers
Post Office	Cash deposit, cash withdrawal, balance enquiry	Cash deposit, cash withdrawal, change giving on application
	To locate the closest Post Office branches to our Cirencester branch you can use the Post Office's branch locator at: handelsbanken.co.uk/postofficeservices .	
Online banking	Make payments, set up and amend standing orders, check account balances. See handelsbanken.co.uk/individualonline	Make payments, set up and amend standing orders, check account balances. See handelsbanken.co.uk/corporateonline
App	View transactions, make payments, check account balances	View transactions, make payments, check account balances
Other bank counters	Postal Cheque Service (at NatWest branches)	Postal Cheque Service (at HSBC branches)
Customer Connect 0800 470 8000	Make payments, set up and amend standing orders, check account balances, card support (activations/cancellations), cancel Direct Debits, stop cheques and technical support with online banking	Set up and amend standing orders, check account balances, card support (activations/cancellations), cancel Direct Debits, stop cheques and technical support with online banking

Not an online banking user?

If you don't currently use online banking or would like help getting it set up, we'll be happy to give you additional support. Please ask us.

We're here to help

If you're concerned about the closure of Cirencester branch, please speak to your account manager.

Help and support is also available at handelsbanken.co.uk/en/support.

Handelsbanken is the trading name of Handelsbanken plc, which is incorporated in England and Wales with company number 11305395. Registered office: 3 Thomas More Square, London, E1W 1WY, UK. Handelsbanken plc is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority. Financial Services Register number 806852. Handelsbanken plc is a wholly-owned subsidiary of Svenska Handelsbanken AB (publ).