

Handelsbanken Farnham

is closing on 4 October 2024

Following a careful review we have made the difficult decision to close Farnham branch on 4 October 2024.

The team will relocate and combine with the team at our Guildford 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 Guildford branch, customers will 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 Farnham branch

If you're a customer of Farnham branch, you'll move to our Guildford branch from 4 October 2024. If your account manager is changing, we'll write to tell you.

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

Your branch contact details will be:

Handelsbanken Guildford
Andrews House
College Road
Guildford GU1 4QB
Phone: 01483 445830
Email: guildford@handelsbanken.co.uk

Getting there

Farnham branch premises are located at M1 Millennium Centre and Guildford branch premises are located close to Guildford town centre, which is 12 miles away.

Public transport

Guildford branch has good public transport links, with the closest bus stop located outside the Friary Bus Station, Guildford, GU1 4PU, a two minute walk to the branch. The journey time by public transport on the bus network is approximately 29 minutes and the bus stop is approximately two minutes' walk from Farnham branch

The closest train station is Guildford Rail Station, GU1 4UT, which is located about half a mile or a 10 minute walk away. Alternatively, travel by National Rail involves a 23 minute journey between Farnham Rail Station and Guildford Rail Station, stopping at Aldershot, Ash and Wanborough.

Parking

For those customers wishing to drive to Guildford branch, there are several large public car parks located nearby, with the nearest being a three minute walk away and the furthest a 12 minute walk away. The branch is located on the ground floor and, as such, is easily accessible.

Opening hours and accessibility

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

The branch is located on the ground floor and, as such, is easily accessible.

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
	<p>The closest Post Office branches to our Farnham branch are located at:</p> <ul style="list-style-type: none"> • 14 The Borough, Farnham, GU9 7NF. 0.5 miles away from the Farnham branch • 3 School Hill, Wreclesham, Farnham, GU10 4PU. 0.9 miles away from the Farnham branch <p>You can also use the Post Office's branch locator at: handelsbanken.co.uk/postofficeservices</p>	
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 Farnham branch, please speak to your account manager.

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

If you'd prefer to transfer to another Handelsbanken branch, we'll try to accommodate your wishes. The nearest two branches, aside from Guildford branch are:

- Handelsbanken Weybridge – 500 Dashwood Lang Road, Bourne Business Park, Addlestone, KT15 2HJ, which is 26 miles away from the existing branch location and 16 miles from the new branch location
- Handelsbanken Ascot – 2 Queens Square, Ascot Business Park, Lyndhurst Road, Ascot, SL5 9FE, which is 20 miles away from the existing branch location and 21 miles from the new branch location