

Handelsbanken Exeter

is moving towards the end of 2024
or early 2025

Following a review, we've decided that our Exeter branch will relocate to new premises towards the end of 2024 or early 2025.

We'll 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.

We're locating to new premises because the current branch premises are too small for the number of branch colleagues. The new premises will offer a larger office space with improved facilities.

Your branch address will be:

**Ground Floor
Dean Clarke House
Southernhay East
Exeter, EX1 1AP**

What this means for customers of Exeter

If you're a customer of Exeter, you'll move to our new location towards the end of 2024 or early 2025. We've yet to confirm exactly when we'll move, but we'll share this as soon as we know, along with our new contact details.

Our service remains the same

Aside from the new location, everything else will stay the same.

Your account manager and the wider team will remain unchanged.

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.

Getting there

Our new premises is located in the Southernhay East area, 0.1 miles from our current premises. Due to the close proximity of the new branch location, which are within walking distance of each other, we do not foresee any material customer impact from a location or travel perspective, and customers can continue to access the branch in the same manner as they do for the current branch premises.

Public transport

The branch has good public transport links with local bus stops in the city centre, which is within a two minute walk. The main Penzance to London Waterloo train line can be accessed at either of two train stations, Exeter St David's and Exeter Central. St David's is 1.0 mile from the new premises by car (eight minute drive) or 1.0 mile on foot (23 minute walk) and Central is 1.2 miles from the new premises by car (eight minute drive) or 0.5 mile on foot (11 minute walk). Both stations are also served by the same bus routes as the Handelsbanken premises.

Parking

For those customers wishing to drive to Exeter branch, there are public car parking spaces on the roadside throughout Southernhay, including outside the new branch location. There are also several other public car parks located nearby, with the nearest being Magdalen Street, Exeter, EX2 4HZ, which is a one minute walk from the new premises.

Opening hours and accessibility

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

The new premises will be accessed by customers in the same manner as the current premises.

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 Exeter branch are:</p> <p>34-35 Guildhall Shopping Centre, Exeter, EX4 3NJ (0.3 miles)</p> <p>51 Sidwell Street, Exeter, EX4 6NS (0.4 miles)</p> <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 relocation of Exeter 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).