

Handelsbanken Mayfair

is closing on 28 June 2024

Following a careful review we have made the difficult decision to close Mayfair branch on 28 June 2024.

The team will relocate and combine with our team at our Marylebone and Kensington branches.

We have written 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 have decided to close Mayfair branch because:

- We're moving into more sustainable, environmentally responsible premises.
- There has been a steady decline in branch usage, with less customer meetings held in branch every week.
- Marylebone and Kensington branches offers bigger, better facilities for our customers' needs.
- Marylebone and Kensington branches are easily accessible by public transport.
- Relatively few customers visited the branch in person, preferring to meet us at a time and place that suits them, contacting us by phone or using online channels.

We believe that by joining resources with Marylebone and Kensington branches, 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 Mayfair branch](#)

If you're a customer of Mayfair branch you'll move to our Marylebone or Kensington branch from 28 June 2024. If your account manager is changing, we'll have written 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.

After 28 June 2024, the branch contact details will be:

Handelsbanken Marylebone

5 Welbeck Street

Marylebone

London, W1G 9YQ

Tel: 020 7299 2470

Website: handelsbanken.co.uk/marylebone

Handelsbanken Kensington

2nd Floor, 125 Kensington High Street

London, W8 5SF

Tel: 020 7225 6480

Website: handelsbanken.co.uk/kensington

Marylebone and Kensington branches are located within 2.5 miles from Mayfair 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.

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
	Cash deposit, cash withdrawal, balance enquiry	Cash deposit, cash withdrawal, change giving on application
	To find the closest Post Office you can use the Post Office's branch locator at: www.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 Mayfair branch please speak to your account manager.

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

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