

Handelsbanken Stockport

is closing on 4 November 2024

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

The team will relocate and combine with our teams across our Wilmslow, Altrincham, Manchester Trafford and Manchester Spinningfields branches.

We will write to any customers affected by this decision.

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

Customers from Stockport branch are being split between four branches, as merging with a single branch would have created a branch too large to effectively service its customers in line with Handelsbanken's business model. All staff from Stockport branch will also be split across the four branches, with at least one Stockport branch colleague transferred to each of the receiving branches.

We believe that by joining resources with our Wilmslow, Altrincham, Manchester Trafford and Manchester Spinningfields 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 Stockport branch

If you're a customer of Stockport branch you'll move to one of the branches listed from 4 November 2024. All customers will be written to, informing you of which branch your account will transfer to from this date. If your account manager is changing, we'll also let you know.

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

Getting there

Wilmslow, Altrincham, Manchester Trafford and Manchester Spinningfields branch premises are all located within 12 miles of Stockport branch at the following locations:

Wilmslow branch

48 Alderley Road
Wilmslow, SK9 1NY
Phone: 01625 545950
Email: wilmslow@handelsbanken.co.uk

9.2 miles away from Stockport branch (22 minutes by car)

Altrincham branch

Ground Floor Suite
17 Regent Road
Altrincham, WA14 1RY
Phone: 0161 923 9180
Email: altrincham@handelsbanken.co.uk

10.7 miles away (20 minutes by car)

Manchester Trafford branch

2nd Floor, 212 Washway Road
M33 6RN
Phone: 0161 972 2530
Email: manchestertrafford@handelsbanken.co.uk

8.9 miles away (17 minutes by car)

Manchester Spinningfields branch

4th Floor, 15 Quay Street
M3 3HN
Phone: 0161 492 1500
Email: manchesterspinnerfields@handelsbanken.co.uk

11.8 miles away (24 minutes by car)

Public transport

All four branches have good public transport links with either train or Metrolink access and bus stops located nearby, as set out below:

Wilmslow branch

There is a direct train from Stockport to Wilmslow which takes eight minutes; the station is located 0.4 miles / a nine minute walk away from Wilmslow branch. The closest bus stop is directly outside the Wilmslow branch (one minute walk).

Altrincham branch

There is a direct train from Stockport to Altrincham which takes 17 minutes; the station is located 0.4 miles / a nine minute walk away from Altrincham branch. The closest bus stop is an eight minute walk away.

Manchester Trafford branch

There is a direct train from Stockport to Altrincham, where you can change to a tram service that runs to Sale, which is 0.4 miles / an eight minute walk from Manchester Trafford branch. This journey takes around 50 minutes in total. Manchester Trafford branch is also served by local bus services, with the nearest bus stop a five minute walk away.

Manchester Spinningfields branch

There is a direct train from Stockport to Manchester Piccadilly which takes 10 minutes; the station is located 1.2 miles / a 25 minute walk away from Manchester Spinningfields branch. The closest bus stop is a two minute walk away.

Parking

All four branches offer free parking to customers.

Opening hours and accessibility

All of the four branches are open Monday - Friday between 9am and 5pm, the same as Stockport branch.

Both Wilmslow and Altrincham branches have customer meeting rooms located on the ground floor, while Manchester Spinningfields and Manchester Trafford branches have a public lift in the building to assist accessibility.

Customer meetings will also continue to be offered at the customers' home, business premises or other location of their choice. For these reasons, we do not foresee any material customer impact of the closure from a location or travel perspective.

Our service remains the same

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 find the closest Post Office 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)

<p>Customer Connect 0800 470 8000</p>	<p>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</p>	<p>Set up and amend standing orders, check account balances, card support (activations/cancellations), cancel Direct Debits, stop cheques and technical support with online banking</p>
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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 Stockport 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 Handelsbanken branches to Stockport branch, excluding the four already mentioned, are:

- Handelsbanken Manchester Trinity Way - 4, Brewery Yard Deva Centre, City Office Park, Trinity Way, Salford M3 7BB, which is 11.5 miles and a 35 minute drive from the existing branch location
- Handelsbanken Bolton - 6, The Courtyard, Calvin Street, Bolton BL1 8PB, which is 21.7 miles and a 31 minute drive from the existing branch location

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).