

Handelsbanken Kingston upon Thames is moving on 16 December 2024

Following a review, we've decided that our Kingston upon Thames branch will relocate to new premises on 16 December 2024.

We'll 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.

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 which will also accommodate future growth. It also provides customers with better facilities, including improved accessibility.

Your branch address will be:

**Burgoine Quay
8 Lower Teddington Road
Kingston upon Thames
KT1 4ER**

What this means for customers of Kingston upon Thames branch

If you're a customer of Kingston upon Thames branch, you'll move to our new location on 16 December 2024.

Aside from the new location, everything else will stay the same, including your account manager and the wider team. Our branch and team telephone numbers, including mobile numbers and email addresses will stay the same, so you can continue to contact us as usual.

Our service remains the same

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

The new premises are located 0.7 miles away from the current location (15 minute walk or a six minute drive).

We do not foresee any material customer impact from a location or travel perspective, as the branch will move from one edge of the shopping district to another, and will continue to be easily accessible by public transport and car.

Public transport

The branch has good public transport links, with Kingston upon Thames mainline station a 14 minute walk (0.7 miles) away, Hampton Wick mainline station a four minute walk (0.2 miles) away, and local bus stops within a four minute walk (0.2 miles). The new branch premises are also served by some of the same bus routes as the existing premises.

Parking

There is one private parking space at the new location and public parking available in the vicinity, the nearest being 0.3 miles away (a six minute walk).

Opening hours and accessibility

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

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 Kingston upon Thames branch are:</p> <ul style="list-style-type: none"> - 56 High Street, Hampton Wick, Kingston Upon Thames, KT1 4DB (0.1 miles away) - Unit L7 Bentalls Shopping Centre, Dolphin Street, Kingston upon Thames, KT1 1TP (0.4 miles away) <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 Kingston upon Thames branch, please speak to your account manager.

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

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