

Handelsbanken Abingdon branch premises

is closing on 1 November 2024.

Following a careful review we have made the difficult decision to close our Abingdon branch premises on 1 November 2024.

The team will relocate and combine with the team at our Oxford West Way branch premises.

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.

We have decided to close our Abingdon branch premises following the integration of the Abingdon and Oxford West Way branches last year, to better enhance our offering across Oxford and Oxfordshire.

The Abingdon based team will relocate and join the team at our Oxford West Way branch premises from 1 November 2024.

We believe that by joining resources, 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.

Your branch contact details will be:

2nd Floor, Seacourt Tower

West Way

Botley, Oxford

OX2 0JJ

Phone: 01865 254100

Email: oxfordandabingdon@handelsbanken.co.uk (same as before)

What this means for customers of Abingdon

Following this closure, any customers wishing to meet the team in branch will need to do so at the Oxford West Way branch.

There is no impact to customers who already use our services at the Oxford West Way branch.

The combined branch will continue to be known as Oxford and Abingdon branch.

Up until the closure we can be contacted using the same contact details as usual.

Our service remains the same

Your account manager and 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.

Getting there

The Oxford West Way branch premises is located at: 2nd Floor, Seacourt Tower, West Way, Botley, Oxford, OX2 0JJ, which is eight miles from the Abingdon branch premises. The distance between the two branches is a 20 minute journey by car, or 40 minutes by bus.

Public transport

The Oxford West Way branch premises has good public transport links, with the closest bus stop located at Elms Parade, Botley, which is a five minute walk to the branch. The closest train station is Oxford Station, which is a 25 minute walk away.

Parking

For those customers wishing to drive to the branch, free parking is offered on-site.

Opening hours and accessibility

The branch is open Monday – Friday, between 9am and 5pm, the same as Abingdon branch. The premises comes with a public lift to assist accessibility.

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 Abingdon branch are:</p> <p>5-13 West St Helen Street, Abingdon, OX14 5BL (0.8 miles)</p> <p>39 Northcourt Road, Abingdon, OX14 1PJ (1.2 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 closure of our Abingdon branch premises, 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, apart from the Oxford West Way branch premises are:

- Handelsbanken Oxford Parkway – Latimer House, Langford Business Park, Kidlington, Oxford, OX5 1GG, UK, which is 16 miles away (a 25 minute drive); and
- Handelsbanken Newbury – St Anthony's House, Oxford Square, 9-21 Oxford Street, Newbury, RG14 1JQ, which is 21 miles away (a 30 minute drive).