

Handelsbanken Worcester and Hereford meeting place is closing on 31 December 2024.

Following a careful review we've made the difficult decision to close our Worcester and Hereford meeting place, located in Hereford, on 31 December 2024.

We'll write to any customers and stakeholders 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.

In February 2022, following the joining of our Worcester and Hereford branches, we opened the Hereford based meeting place (available by appointment only) located in the Rotherwas area, to provide customers living or working in the Hereford area with the option to meet the team locally.

We've decided to close our meeting place due to reduced demand to meet the team here, with customers preferring to meet us either at our primary branch in Worcester, or at a time and place convenient to them.

What this means for customers of Worcester and Hereford

If you're a customer of Worcester and Hereford branch and are located in the Hereford area, from the 31 December 2024, any meetings previously held in our Hereford meeting place will take place from our branch premises in Worcester. This continues to be in addition to meeting the team at a location convenient to you.

Getting to our Worcester and Hereford branch in Worcester

Our Worcester and Hereford branch address is:

2nd Floor, Brook Court, Whittington Hall
Whittington Road
Worcester, WR5 2RX

The Hereford meeting place located at Unit 23, Flexspace, Vincent Carey Road, Rotherwas Industrial Estate, Hereford, HR2 6FE, is situated 32 miles (50 minute drive approximately) away from the main branch premises in Worcester.

Public transport

The Worcester and Hereford branch is located in a business park on the outskirts of Worcester and comes with good public transport links. Local bus stops are located within 0.2 miles (3 minute walk). The branch is 3 miles (10 minute drive or 50 minute walk) from the city centre train station at Foregate Street and 2.2 miles (10 minute drive or 50 minute walk) from Worcestershire Parkway station. There is a direct train service between Hereford and Worcester Foregate Street stations which takes 44 minutes, and both Worcester stations are served by bus routes that pass the branch.

Parking

The branch offers free on-site parking to customers and visitors.

Opening hours and accessibility

The branch is open Monday - Friday between 9am and 5pm. The branch comes with good accessibility, including public lift access.

Our service remains the same

Your account manager and the wider team will remain unchanged, 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.

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 Hereford meeting place are:</p> <p>Tupsley - 99-103 Old Eign Hill, Hereford, HR1 1UA (0.9 miles)</p> <p>Putson - 44 Holme Lacy Road, Putson, Hereford, HR2 6BZ (1.3 miles)</p> <p>You can also use the Post Office's branch locator at: handelsbanken.co.uk/postofficeservices</p>	
Online banking	<p>Make payments, set up and amend standing orders, check account balances. See handelsbanken.co.uk/individualonline</p>	<p>Make payments, set up and amend standing orders, check account balances. See handelsbanken.co.uk/corporateonline</p>
App	<p>View transactions, make payments, check account balances</p>	<p>View transactions, make payments, check account balances</p>
Other bank counters	<p>Postal Cheque Service (at NatWest branches)</p>	<p>Postal Cheque Service (at HSBC branches)</p>
Customer Connect 0800 470 8000	<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>

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 the Hereford meeting place, 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 Worcester and Hereford branch are:

- **Gloucester branch** – Valiant Court, Gloucester Business Park, Ground Floor, 5210, Gloucester, GL3 4FE, which is 32 miles (60 minute drive) away from the Hereford meeting place location and 28 miles (40 minute drive) away from the Worcester branch location.
- **Cotswold branch** – First Floor, Regent House, 65 Rodney Road, Cheltenham, GL50 1HX, which is 35 miles (60 minute drive) away from the Hereford meeting place location and 23 miles (45 minute drive) away from the Worcester branch location.