

Handelsbanken

Cambridge Milton Road

is moving on 9 December 2024.

Following a review, we've decided that our Cambridge Milton Road branch will relocate to new premises on 9 December 2024.

At the same time, the branch will become known as '**Handelsbanken Cambridge North**' branch.

We'll write 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're locating to new premises due to:

- Improved accessibility for customers, including lift access and close proximity to public transport
- Larger office space for the branch, whilst also providing future growth opportunities.

Your branch address and contact details will be:

2nd Floor, One Cambridge Square
Milton Avenue
Cambridge CB4 0AE
Tel: 01223 227310
Email: cambridgenorth@handelsbanken.co.uk
Website: handelsbanken.co.uk/cambridgenorth

What this means for customers of Cambridge Milton Road

If you're a customer of Cambridge Milton Road, you'll move to our new location on 9 December 2024.

Aside from the new location and the change in branch name, everything else will stay the same, including your account manager and the wider team. The branch telephone number and the team's contact details will also remain the same.

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

We'll be moving 1 mile away (an eight minute drive, or 15 minute walk) to the new One Cambridge Square site, which is located opposite Cambridge North railway station. The new premises comes with good accessibility and transport links.

Public transport

The branch has good public transport links, with Cambridge North station and local bus stops within 300 feet of the branch (a one minute walk). Cambridge North station is on the London to King's Lynn rail line and is served by the same bus routes as the existing Handelsbanken premises.

Parking

Paid car parking is available nearby at the Cambridge North station car park (300 feet from the branch - a one minute walk).

Opening hours and accessibility

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

The building has 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 Cambridge Milton Road branch are:</p> <ul style="list-style-type: none"> - 6 King Hedges Road, Cambridge, CB4 2PA (0.6 miles away) or - 50 Arbury Court, Cambridge, CB4 2JQ (1.3 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)

<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>
---	--	---

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 Cambridge Milton Road branch, please speak to your account manager.

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

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).