

Handelsbanken Leeds The Embankment is closing during the first half of 2025

Following a careful review we have made the difficult decision to merge our Leeds The Embankment branch with our Leeds Wellington Street branch.

The team will relocate and combine with our team at Leeds Wellington Street during the first half of 2025. At the same time we'll become known collectively as **Leeds City branch**.

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 believe that by joining resources with Leeds Wellington Street branch, 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 Leeds The Embankment

If you're a customer of Leeds The Embankment you'll move to our Leeds Wellington Street branch during the first half of 2025. The combined branch will then become known as Leeds City branch.

Your branch contact details will be:

Leeds City branch
1st Floor
Northspring,
21-23 Wellington Street
Leeds, LS1 4DL

Once the branch has merged, you'll start to see the new branch name and address on your centrally produced banking correspondence and digital banking.

We'll be in touch again nearer the time to let you know the exact dates of the move.

Getting there

Leeds The Embankment and Leeds Wellington branches are located 0.5 miles apart in Leeds city centre, which is a 10 minute walk or a 15 minute drive, due to the one-way system in place.

Public transport

Both branches are served by identical bus routes, with local bus stops within a five minute walk (0.1 miles), and both are situated a similar distance from the mainline train station at Leeds Central, which is a five minute walk away.

Parking

For those customers wishing to drive to the branch, there is metered on street parking and there are various paid public parking facilities within a 10 minute walk of the branch.

Opening hours and accessibility

Leeds City branch will be open Monday - Friday, 9am - 5pm.

The branch is located on the 1st Floor with a public lift to assist accessibility and stair access from reception.

Our service remains the same

Your account manager will remain unchanged. The wider team will stay the same, and we will 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 Leeds The Embankment branch are:</p> <ul style="list-style-type: none"> - The Markets - 6-16 New York Street, Leeds, LS2 7DZ (0.3 miles away) - St Johns - 116 Albion Street, Leeds, LS2 8LP (0.5 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 closure of Leeds The Embankment 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 branches, apart from Leeds Wellington Street are:

- **Leeds Lawnswood** – First Floor, Gladstone House, Lawnswood Business Park, Redvers Close, Leeds LS16 6QY, which is 6.3 miles away from the existing branch location (25 minutes by car) and six miles from the new branch location (20 minutes by car); and
- **Wakefield** – First Floor, 2 Red Hall Court, Wakefield WF1 2UN, which is 9.2 miles away from the existing branch location (25 minutes by car) and 9.7 miles from the new branch location (26 minutes by car).