

Handelsbanken Gateshead

is closing during Quarter 1 2025

Following a careful review we have made the difficult decision to close our Gateshead branch during Quarter 1 2025.

The team will relocate and combine with our team at Newcastle upon Tyne 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 Newcastle upon Tyne 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 Gateshead branch

If you're a customer of Gateshead you'll move to our Newcastle upon Tyne branch during Quarter 1 2025. If your account manager is changing, we'll write to tell you.

Your branch contact details will be:

Handelsbanken Newcastle upon Tyne
6th Floor, Citygate 1
Gallowgate
Newcastle upon Tyne, NE1 4PA

Following the move you'll start to see the new branch name and address on your centrally produced banking correspondence and digital banking.

We'll ensure that any emails you send to the old branch email address will be redirected to the new branch.

Getting there

Newcastle upon Tyne branch is located five miles from Gateshead branch, which is approximately 20 minutes by car.

Public transport

Newcastle branch is located on Gallowgate and has good public transport links, with local bus stops less than a one minute walk (110 ft) from the branch. St James Metro station is a one minute walk (312 ft) from the branch. Travelling by Metro between Gateshead and St James station takes approximately 10 minutes. Newcastle Central Railway Station is a 10 minute walk away (0.5 miles).

Parking

For those customers wishing to drive to Newcastle branch, there are several large paid public car parks located nearby, with the nearest being a three minute walk away and the furthest being a 10 minute walk away.

Opening hours and accessibility

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

The branch is accessed through the ground floor reception at Citygate 1 and then via a lift or stairs to the 6th floor.

Our service remains the same

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.

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 Gateshead branch are:</p> <p>Clavering Road - 23-25 Clavering Road, Swalwell, Newcastle upon Tyne, NE16 3EX</p> <p>Benwell - 63 Adelaide Terrace, Benwell, Newcastle upon Tyne, NE4 8BN</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 Gateshead 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 Newcastle under Tyne branch are:

- **Handelsbanken Morpeth** – Austin House, Bridge Street, Morpeth, NE61 1NS, which is 18 miles away from the existing branch location (29 minutes by car) and 16 miles from the new branch location (32 minutes by car); and
- **Handelsbanken Durham** – 43 Old Elvet, Durham, DH1 3HN, which is 18 miles away from the existing branch location (41 minutes by car) and 18 miles from the new branch location (37 minutes by car).