

Handelsbanken Islington

is temporarily moving on
10 February 2025.

Following a review, we've decided that our Islington branch will relocate to new premises in the Kings Cross area during the first half of 2025.

In the meantime, as a temporary measure, we'll be relocating to our Finchley branch on 10 February 2025.

We'll 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're planning to relocate our branch to the Kings Cross area during the first half of 2025. However as a temporary measure whilst we finalise our eventual move to Kings Cross, we'll be relocating to the Finchley branch premises on the 10 February 2025.

What this means for customers of Islington

From this date the Islington branch team will relocate to Finchley branch. Any customer meetings held in the branch will take place from Finchley branch. Outside of the branch, we will continue to meet customers at their preferred choice of meeting place as we do currently.

Our new temporary address will be:

**2nd Floor, Hathaway House
Popes Drive
London, N3 1QF**

Following these changes you will start to see Finchley branch's contact details on letters, statements, and digital banking.

We'll be in touch again nearer the time with further information on the relocation to Kings Cross.

In the meantime, please contact us at the Islington branch using the same details as usual.

Our service remains the same

You will still remain a customer of Islington branch, and your account manager and the wider team will remain unchanged.

Telephone numbers for the branch and the team will be diverted to the Finchley branch, so you can continue to contact us as usual. Mobile numbers and email addresses also remain unchanged.

Your sort code and account number(s), and existing Handelsbanken Debit and/or Charge Card(s) won't change, so you don't need new stationery.

There's also no change to how you use our online banking services and mobile banking apps.

Getting there

Finchley branch premises are located seven miles away from Islington branch (a 47 minute drive) at 2nd Floor, Hathaway House, Popes Drive, Finchley, London, N3 1QF.

Public transport

The branch is close to public transport options. The closest tube station to Finchley branch is Finchley Central, which is located approximately a three minute walk away. There are also local bus stops in the vicinity, with the nearest being a two minute walk from the branch.

The closest tube stop to Islington branch is Angel, which is a five minute walk from the Islington branch. Both Finchley Central and Angel stations are served by the Northern Line, meaning the Finchley premises are easily accessible from Islington branch via the London Underground network. At peak times, the journey takes approximately 35 minutes.

Parking

There are several large public paid car parks located nearby and free parking available within a ten minute walk of the Finchley branch.

Opening hours and accessibility

The branch is located on the 2nd floor of Hathaway House and is accessible by stairs or lift.

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

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
	The closest Post Office branches to our Islington branch are: Chapel Market - 27 Chapel Market, Islington, London, N1 9EN (0.2 miles) Essex Road - 52 Essex Road, Islington, London, N1 8LR You can also use the Post Office's branch locator at: handelsbanken.co.uk/postofficeservices .	
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>
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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 temporary relocation of Islington branch, please speak to your account manager.

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

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