

Handelsbanken Luton

is moving during Spring 2025.

Following a review, we've decided that our Luton branch will relocate to new premises during Spring 2025.

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 because the current premises are too small for the number of branch colleagues we have. The new branch will offer bigger facilities for our colleagues and customers and additional parking facilities.

What this means for customers of Luton

If you're a customer of Luton, you'll move to our new location during Spring 2025. We've yet to confirm exactly when we'll move, but we'll share this as soon as we know, along with our new contact details

Aside from the new location, everything else will stay the same, including your account manager and the wider team.

Your branch address will be:

**255 Capability Green
Luton, LU1 3LU**

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

The new premises are situated 50 metres away, across the car park from the current premises.

Public transport

The new branch continues to have good public transport links, with a local bus stop 200 metres away (a three minute walk). The nearest train station is Luton Airport Parkway, which is 1.7 miles away by car (a five minute drive), or one mile away on foot (a 20 minute walk). This station operates fast trains into London St Pancras International every fifteen minutes, with a thirty-minute journey time.

Parking

For customers who wish to drive to the branch, free car parking is available directly outside, with the new location offering 10 parking spaces as opposed to the seven available at the current premises.

Opening hours and accessibility

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

Accessibility at the new building is the same as at the current premises.

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 Luton branch are:</p> <p>Kimpton Road - 24 Kimpton Road, Luton, LU2 0SX</p> <p>The Cross Way - 13 The Cross Way, Luton, LU1 5LY</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 relocation of Luton branch, please speak to your account manager.

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

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