

# Handelsbanken Ashford branch premises is closing during Spring 2025.

Following a careful review we've made the difficult decision to close our Ashford branch premises during Spring 2025.

The team will relocate and combine with the team at our Canterbury based branch premises.

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've decided to close our Ashford branch premises following the joining of the Canterbury and Ashford branches under the one management team back in 2021.

The Ashford based team will relocate and join the team at our Canterbury branch premises during Spring 2025.

We believe that by joining resources, 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.

Your branch contact details will be:

**Ground Floor, St Andrew's House  
Station Road East  
Canterbury  
CT1 2BJ**

## What this means for customers of Ashford

Following this closure, any Ashford based customers wishing to meet the team in branch will need to do so at the Canterbury branch premises.

If your account manager is changing, we'll write to tell you.

There is no impact to customers who already use our services at the Canterbury branch.

The combined branch will continue to be known as Canterbury and Ashford branch.

Up until the closure we can be contacted using the same contact details as usual.

## 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.

## Getting there:

### Public transport

The Canterbury branch has good public transport links, with local bus stops less than a five minute walk from the branch.

The city is served by two train stations: Canterbury East, which is a one minute walk away (256 feet), and Canterbury West, which has a direct line to Ashford International station and is just under one mile from the branch (a 19 minute walk).

### Parking

For those customers wishing to drive to the Canterbury premises, there are several large paid public car parks located nearby, with the nearest being a three minute walk away (0.1 miles).

## Opening hours and accessibility

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

The Canterbury branch premises also has improved accessibility within the building.

## 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 Ashford branch are:</p> <p><b>Cradlebridge Drive:</b> 10 Cradlebridge Drive, Willesborough, Ashford, TN24 0RN (0.5 miles)</p> <p><b>Ashford:</b> 70-72 High Street, Ashford, TN24 8TB (0.5 miles)</p> <p>You can also use the Post Office's branch locator at: <a href="https://handelsbanken.co.uk/postofficeservices">handelsbanken.co.uk/postofficeservices</a></p>	
Online banking	Make payments, set up and amend standing orders, check account balances. See <a href="https://handelsbanken.co.uk/individualonline">handelsbanken.co.uk/individualonline</a>	Make payments, set up and amend standing orders, check account balances. See <a href="https://handelsbanken.co.uk/corporateonline">handelsbanken.co.uk/corporateonline</a>
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 Ashford branch premises, please speak to your account manager.

Help and support is also available at [handelsbanken.co.uk/en/support](https://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 Canterbury and Ashford are:

- Maidstone branch – Riverside House, 40-46 High Street, Maidstone, Kent ME14 1JH, which is 24 miles away (a 50 minute drive); and
- Tunbridge Wells branch – First Floor, Oakhurst House, 77 Mount Ephraim, Tunbridge Wells, Kent TN4 8BS, which is 32 miles away (an 80 minute drive).