Handelsbanken Newport
is closing during Spring 2025.

Following a careful review we have made the difficult decision to close our Newport branch during Spring 2025.

The team will relocate and combine with our team at Cardiff 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 combining the resources of our branch and Cardiff branch, you'll benefit from continuity of service and the expertise from colleagues across a wider team, such as our wealth management specialists.

What this means for customers of Newport branch

If you're a customer of Newport branch you'll move to our Cardiff branch during Spring 2025.

Your branch contact details will be:

Handelsbanken Cardiff
2 Callaghan Square
Cardiff, CF10 5AZ.

Phone: 029 2035 5680
Email: cardiff@handelsbanken.co.uk

Where possible your account manager will remain unchanged. If your account manager is changing, we'll let you know as soon as we can.

Following the move you'll start to see the new branch name and address on your centrally produced banking correspondence and digital banking. We've ensured that any emails you send to the old branch email address will be redirected to the new branch.

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

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Getting there:

Public transport

The closest bus stop to Cardiff branch is located at Callaghan Square and is a two minute walk to the branch. The journey time by public transport on the bus network between Newport and Cardiff is approximately 88 minutes. The closest train station is Cardiff Central, which is located about 0.2 miles (a five minute walk) away. There is a direct train between Newport station and Cardiff Central station which takes 12 minutes.

Parking

Newport branch is a 45 minute drive from Cardiff branch via the M4 and A48(M).

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

Opening hours and accessibility

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

Cardiff branch also has improved accessibility, as the branch is located on the ground floor of a communal building.

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.

We remain committed to providing a personal service and tailored approach to support you and your financial needs.

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

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	The closest Post Office branches to our Newport branch are: **Ringland** – 12A Ringland Centre, Newport, NP19 9HG (0.9 miles from branch) **Llanmartin** – 3 Birch Grove Shops, Birch Grove, Llanmartin, NP18 2HW (1.4 miles from branch) 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)
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.

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We're here to help

If you're concerned about the closure of Newport 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 Cardiff branch, are:

- **Handelsbanken Bristol Aztec West** – The Quadrant, 2540 Aztec West, Bristol, BS32 4AQ, which is 19.2 miles away from the existing branch location and 38.2 miles from the new branch location; and

- **Handelsbanken Clifton** – 2nd Floor, Pembroke House, 15 Pembroke Rd, Clifton, Bristol, BS8 3BA, which is 24.8 miles away from the existing branch location and 43.8 miles from the new branch location.

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