

Handelsbanken Finchley

is moving during Summer 2025.

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

We'll also be joined by Islington branch, where the combined branch will then become known as '**Handelsbanken King's Cross**'.

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 King's Cross area during Summer 2025. We'll also be joined by Islington branch, where the combined branch will then become known as '**Handelsbanken King's Cross**'.

We believe that by joining resources with Islington 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 Finchley branch

If you're a customer of Finchley branch you'll move to our new King's Cross branch during Summer 2025.

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

Your new branch address will be:

Handelsbanken King's Cross
1st Floor, Instrument House, 207-215 King's Cross Road
London, WC1X 9DN

We'll be in touch again nearer the time once we have a date for the relocation to King's Cross. In the meantime, please contact us at this branch using the same details as usual.

Our service remains the same

Your account manager and 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 also no change to how you use our online banking services and mobile banking apps.

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

Getting to King's Cross branch:

Public transport

The new King's Cross branch premises are located on King's Cross Road and have good public transport links, with local bus stops less than a two minute walk away. There is also good access to the mainline train network, with both King's Cross and St Pancras train stations within walking distance of the branch (five and seven minutes, respectively).

Additionally, King's Cross St Pancras Underground station is served by the Northern Line, which also serves Finchley Central, meaning the new premises are easily accessible from the Finchley location via the London Underground network.

Parking

For those customers wishing to drive to King's Cross branch, there are several large paid public car parks located nearby, with the nearest being a one minute walk away.

Opening hours and accessibility

The King's Cross branch will be open Monday - Friday, 9am - 5pm.

King's Cross branch has better accessibility within the building it is located in, with a better quality and better size public lift than at Finchley 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

	<p>The closest Post Office branches to our Finchley branch are:</p> <p>Finchley - 238 Regents Park Road, London, N3 3HP (0.5 miles away)</p> <p>Holdings Hill Road - 5 Thornfield Parade, Holdings Hill Road, London, NW7 1LN (0.6 miles away)</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 closure of Finchley 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 the new King's Cross branch, are:

- **Handelsbanken Holborn** – 1 Kingsway, London WC2B 6AN, which is 7.9 miles away from the Finchley branch location, and 1.5 miles from the new branch location; and
- **Handelsbanken Marylebone** – 5 Wellbeck Street, London W1G 9YQ, which is 7.0 miles away from the Finchley branch location, and 1.9 miles from the new branch location.

Handelsbanken is the trading name of Handelsbanken plc, which is incorporated in England and Wales with company number 11305395. Registered office: 3 Thomas More Square, London, E1W 1WY, UK. Handelsbanken plc is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority. Financial Services Register number 806852. Handelsbanken plc is a wholly-owned subsidiary of Svenska Handelsbanken AB (publ).