

Handelsbanken London Liverpool Street is closing during 2025

Following a careful review we've made the difficult decision to close our London Liverpool Street branch during the second half of 2025.

The team will relocate and combine with our team at London Moorgate at new branch premises in the Moorgate area. The combined branch will become known as '**Handelsbanken London City**' 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.

The team will relocate and join our colleagues from London Moorgate branch at new branch premises in the Moorgate area. At the same time, the combined branch will become known as '**Handelsbanken London City**'.

We believe that by combining the resources of our branch and London Moorgate branch, you'll benefit from continuity of service and the expertise from colleagues across a wider team.

What this means for customers of London Liverpool Street branch

If you're a customer of London Liverpool Street branch you'll move to our London City branch during the second half of 2025. 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 closure and relocation you'll start to see the new branch name and address on your centrally produced banking correspondence and digital banking.

Your branch contact details will be:

Handelsbanken London City
Ground Floor, Woolgate
Basinghall Street
London, EC2V 5HA

We'll be in touch again nearer the time once we have an effective date. In the meantime, please contact us at this branch using the same details as usual.

Getting there:

The new London City branch premises are located at Ground Floor, Woolgate, Basinghall Street, London, EC2V 5HA, which is 0.4 miles away from London Liverpool Street branch (an eight minute walk).

Public transport

The new location has good public transport links and is in close proximity to multiple London Underground stations, namely Bank (a five minute walk), Moorgate (a six minute walk), St. Paul's (a nine minute walk) and Liverpool Street (a 14 minute walk). Bank, Moorgate and Liverpool Street stations are also served by overground services such as the Docklands Light Railway, London Overground and mainline National Rail.

The closest bus station to the new premises is London Wall / Moorgate (a four minute walk), with bus numbers 76 and 100 passing through.

Opening hours and accessibility

London City branch will be open Monday - Friday, 9am - 5pm.

The branch comes with better accessibility, situated on the ground floor with ramp access to the 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.

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 London Liverpool Street branch are:</p> <p>Moorgate: 45 London Wall, London, EC2M 5TE (0.2 miles away)</p> <p>Houndsditch: 11 White Kennet Street, London, E1 7BS (0.3 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 London Liverpool Street 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 London City branch are:

- **Handelsbanken London Bridge** – 4th Floor, 50 Southwark Street, London SE1 1UN, which is 1.2 miles away from London Liverpool Street branch; and
- **Handelsbanken London Holborn** – 2nd Floor, 1 Kingsway, London WC2B 6AN, which is 1.7 miles away from London Liverpool Street branch.

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).