

Handelsbanken Middlesbrough

is closing during Summer 2025

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

The team will relocate and combine with our team at Stockton-on-Tees branch. At the same time we'll become known collectively as '**Handelsbanken Teesside**' 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 joining resources with Stockton-on-Tees 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.

At the same time we'll become known collectively as '**Handelsbanken Teesside**' branch, to better reflect the area in which we operate.

What this means for customers of Middlesbrough branch

If you're a customer of Middlesbrough branch you'll move to our Teesside branch during Summer 2025.

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

Your branch contact details will be:

Handelsbanken Teesside
2nd Floor, Lakeside House
Kingfisher Way
Stockton on Tees, TS18 3NB

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

In the meantime, please continue to contact us at Middlesbrough branch using the same details as usual.

Getting there:

Public transport

Thornaby and Stockton train stations are between two and three miles from the branch and there is a direct service to both from Middlesbrough, taking six minutes and 11 minutes respectively. There are also good bus links to both Middlesbrough and Stockton town centres, with the nearest bus stop a five minute walk (0.25 miles) from the branch.

Parking

The branch offers free visitor parking. For customers wishing to drive to the branch, the premises can be accessed via the nearby A19 and A66.

Opening hours and accessibility

The branch is on the second floor at Lakeside House and is accessed either by stairs or a lift located in the entrance lobby.

Teesside branch is open Monday - Friday, 9am - 5pm.

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 you with 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

	<p>The closest Post Office branches to our Middlesbrough branch are:</p> <p>High Clarence - Port Clarence Road, Port Clarence, Middlesbrough, TS2 1TW (0.9 miles)</p> <p>Middlesbrough - 17-19 Centre Mall, Cleveland Centre, Middlesbrough, TS1 2NR (0.9 miles)</p> <p>You can also use the Post Office's branch locator at: handelsbanken.co.uk/postofficeservices.</p>	
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.

We're here to help

If you're concerned about the closure of Middlesbrough 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 Teesside branch, are:

- **Handelsbanken Darlington** – Beaumont House, Beaumont Street, Darlington, DL1 5RW, which is 16 miles away from the existing branch location and 12 miles from the new branch location.
- **Handelsbanken Durham** – 43 Old Elvet, Durham, DH1 3HN, which is 25 miles away from the existing branch location and 27 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).