

Handelsbanken Islington

is moving during Summer 2025.

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

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

In the meantime, as temporary measure, we'll continue to be based out of our Finchley branch

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 Finchley branch, where the combined branch will then become known as '**Handelsbanken King's Cross**'.

We believe that by joining resources with Finchley 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 Islington branch

If you're a customer of Islington 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, as a temporary measure whilst we finalise our eventual move to Kings Cross, the branch will continue to be based out of the Finchley branch premises. Any customer meetings held in the branch will take place from Finchley branch. Outside of the branch, we will continue to meet customers at their preferred choice of meeting place as we do currently.

Our temporary address is:

**2nd Floor, Hathaway House
Popes Drive
London, N3 1QF**

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.

Whilst we're based out of the Finchley branch, telephone numbers for the Islington branch and the team will be diverted to the Finchley branch, so you can continue to contact us as usual. Mobile numbers and email addresses also remain unchanged.

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 and Angel stations, meaning the new premises are easily accessible from both the Finchley location and the former Islington premises 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, and is situated much closer to the building entrance than at the former Islington branch premises.

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 Islington branch are:</p> <p>Chapel Market - 27 Chapel Market, Islington, London, N1 9EN (0.2 miles)</p> <p>Essex Road - 52 Essex Road, Islington, London, N1 8LR</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
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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 Islington 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, two miles away from the former Islington 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, 2.9 miles away from the former Islington 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).

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