

Handelsbanken Bournemouth

is moving on 12 May 2025.

Following a review, we've decided that our Bournemouth branch will relocate to new premises on 12 May 2025.

We'll write to any customers affected by this decision, as well as other stakeholders.

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 locating to new premises because the current premises are too small for the number of branch colleagues we have. The new branch will offer bigger, better facilities for our colleagues and customers, and the premises comes with improved accessibility and parking facilities.

What this means for customers of Bournemouth

If you're a customer of Bournemouth branch you'll move to our new location, which is 200 meters from our current premises, from 12 May 2025.

Aside from the new location, everything else will stay the same, including your account manager and the wider team. All branch and team phone numbers and email addresses will also stay the same.

Your branch address will be:

**Suite 2A, First Floor
Ocean 80
80 Holdenhurst Road
Bournemouth
Dorset, BH8 8AL**

Our service remains the same

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.

Getting there

The new premises are located 200 metres away (a two minute walk or a one minute drive) from the current branch location.

Public transport

The new branch premises has good public transport links, with local bus stops a one minute walk (0.1 miles) away and Bournemouth mainline train station a seven minute walk (0.3 miles) away. The new branch is also served by some of the same bus routes as the existing premises.

Parking

For those wishing to visit the branch by car, the new premises continue to be accessible from the A338 towards St Swithun's Road South. There are two private parking spaces at the new location and paid public parking available in the vicinity, the nearest being a one minute walk (0.1 miles) away.

Opening hours and accessibility

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

The new premises has a public lift to assist accessibility.

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 Bournemouth branch are:</p> <ul style="list-style-type: none"> - 4 Lansdowne Crescent, Bournemouth, BH1 1RX - 292 Holdenhurst Road, Bournemouth, BH8 8BB <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 relocation of Bournemouth branch, please speak to your account manager.

Help and support is also available at **handelsbanken.co.uk/en/support**.

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