

Handelsbanken Morpeth

is moving on 18 May 2026

Following a review, we've decided that our Morpeth branch will relocate to new premises on 18 May 2026.

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 locating to new premises because:

- We're moving into more sustainable, environmentally responsible premises.
- The new premises will offer bigger, better facilities for our customers' needs.

What this means for customers of Morpeth branch

You'll move to our new location on 18 May 2026.

Aside from the new location, everything else will stay the same, including your account manager and the wider team.

Your branch address will be:

**Unit 6A Owen House
Sanderson Arcade
Morpeth NE61 1NS**

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 branch is located in the same retail arcade, 50 metres from our current premises and less than a one minute walk away.

Parking

There will be no change to existing transport links or car parking facilities following the relocation.

Opening hours and accessibility

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

The new premises comes with lifts operating to our branch on the 1st floor.

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
	The closest Post Office branches to our Morpeth branch is: <ul style="list-style-type: none">• Morpeth Post Office - 24 Newgate St, Morpeth NE61 1BA - less than 4 minutes away. You can also use the Post Office's branch locator at: handelsbanken.co.uk/postofficeservices_	
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 Morpeth branch, please speak to your account manager.

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

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