

Handelsbanken Liverpool Duke Street is closing on 5 May 2026

Following a careful review we have made the difficult decision to close our Liverpool Duke Street branch.

The team will relocate and combine with our team at Liverpool Exchange Station branch on 5 May 2026.

At the same time the combined branch will become known as '**Liverpool 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 have decided to close Liverpool Duke Street branch because:

- A larger team will create greater efficiencies, allowing branch staff to better serve their customers
- Long term viability and opportunities for the newly combined branch to develop and grow further
- Our environmental footprint.

We believe that by joining resources with Liverpool Exchange Station 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 Liverpool Duke Street

If you're a customer of Liverpool Duke Street you'll move to our Liverpool branch on 5 May 2026. If your account manager is changing, we'll write to tell you.

From this date you'll also start to see the new branch name and address on your centrally produced banking correspondence and digital banking.

We've ensured that any emails you may send to the old branch email address will be redirected to the new branch.

Your branch contact details will be:

Handelsbanken Liverpool
Exchange Station, Tithebarn Street
Liverpool, L2 2QP
Phone: 0151 242 7830
Email: liverpool@handelsbanken.co.uk

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.

We remain committed to providing you with a personal service and tailored approach to support you and your financial needs.

Getting there

Public transport

Both branches are located in the city centre, are served by similar bus routes and are situated a similar distance from the main railway stations, which service the entire city. Local bus stops are within a five minute walk and the mainline train station at Liverpool Lime Street is a 15 minute walk away.

Parking

There are various paid public parking facilities within a five minute walk of the branch.

Opening hours and accessibility

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

The Liverpool branch building 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 Liverpool Duke Street branch are:</p> <ul style="list-style-type: none"> - Liverpool - 1-3 South John Street, Liverpool, L1 8BN (0.2 miles away) - Central Village - 39 Dawson Way, St. Johns Precinct, Liverpool, L1 1LJ (0.3 miles away) <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?

There's no change to how you use our online banking services and mobile banking apps. 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 Liverpool Duke 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 Liverpool branch are:

- **Chester branch** – 2nd Floor, Albion House, Albion Street, Chester, CH1 1RQ, which is 21.9 miles away
- **Warrington branch** – 1st Floor, Quayside, Wilderspool Business Park, Stockton Heath, Warrington, WA4 6HL, which is 22.2 miles away