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Handelsbanken Northern Scotland's Dundee branch premises is closing on 16 October 2026

Following a careful review we have made the difficult decision to close our Dundee branch premises on 16 October 2026.

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 have decided to close the Dundee branch premises because:

- This will reduce our environmental footprint
- From a location or travel perspective, limited material customer impact is foreseen as there have typically been fewer than two face to face customer meetings per week at the Dundee premises in recent years.
- We have decided not to renew the lease on the Dundee premises lease

We believe that by joining resources 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.

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What this means for customers that use the Dundee premises

If you're a customer using the Dundee branch premises you'll move to our Aberdeen branch premises 16 October 2026. If your account manager is changing, we'll write to tell you.

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

Your branch contact details remain as:

Handelsbanken Northern Scotland

Ground floor
1-3 Albyn Terrace
Aberdeen
AB10 1YP
Phone: 01224 216160

Email: northernscotland@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.

There's no change to how you use our online banking services and mobile banking apps.

Getting there

The Aberdeen office is 65.5 miles away from the existing Dundee office (a one hour, twenty minute drive).

Public transport

There are the following public transport links in Aberdeen:

- Aberdeen train station which is one mile away or a 24 minute walk
- Aberdeen bus terminal which is one mile away or a 24 minute walk

Parking

There are multiple free parking spaces available at our Aberdeen office.

Opening hours and accessibility

The Aberdeen office is located on the ground floor, with wheelchair access available.

The branch is open Monday-Friday between 9am and 5pm.

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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 Dundee office are Blackness post office and Dundee post office, 0.2 miles and 0.5 miles away respectively. 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

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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 the Dundee branch premises, 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 Northern Scotland are:

- Central Scotland branch – First Floor, Kings Park House, Laurelhill Business Park, Stirling FK7 9JQ which is 55.5 miles away (one-hour, ten-minute drive) from the existing Dundee office location and 121 miles away (two-hour, twenty-minute drive) from the Aberdeen office location; and
- Edinburgh West End branch – 40 Torphichen Street, Edinburgh EH3 8JB, which is 61.3 miles away (one hour, thirty-minute drive) from the existing Dundee office location and 126.8 miles away (two-hour, thirty-minute drive) from the Aberdeen office location.

Handelsbanken is the trading name of Handelsbanken plc, which is incorporated in England and Wales with company number 11305395. Registered office: 25 Basinghall Street, London EC2V 5HA, 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)

BR25 304 | 01.2026