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Durham branch

is moving in winter 2026/2027

Following a review, we've decided that Durham branch will relocate to new premises in the winter of 2026/2027

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:

We're moving into more sustainable, environmentally responsible premises.

The new premises will offer bigger, better facilities for our customers' needs.

The new premises are more easily accessible by public transport.

The lease on our current premises is expiring.

What this means for customers of Durham branch

If you're a customer of Durham branch you'll move to our new location from winter 2026/2027

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

As soon as we know the date of the move, we'll let you know.

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Your branch contact details will be:

Durham Branch
Ground Floor
Rainton House
Cygnet Way
Rainton Bridge
DH4 5QZ

Phone: 0191 374 6400

Email: durham@handelsbanken.co.uk

Our service remains the same

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 current branch premises are located at 43 Old Elvet, Durham, DH1 3HN. The new premises are situated miles away, at Cygnet Way, Rainton Bridge, DH4 5QZ.

At peak travel times the journey is 13 minutes by car.

Parking

There is free customer parking available at the new premises.

Opening hours and accessibility

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

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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 existing Durham branch are Durham Post Office, 22-23 Market Place, Durham, DH1 3NJ (0.4 miles away) and Willowtree Avenue Post Office, 23 Willowtree Avenue, Durham, DH1 1EA (1.4 miles 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

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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 relocation of Durham branch, please speak to your account manager.

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

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