

Handelsbanken Winchester

is moving during Autumn 2024

Following a review, we've decided that our Winchester branch will relocate to new premises during Autumn 2024.

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 branch premises are too small for the number of branch colleagues.

The new premises will offer a larger office space with better facilities, with improved accessibility for customers, including lift access.

Your branch address will be:

**1st Floor, Winton House
St. Peter Street
Winchester
SO23 8BW**

What this means for customers of Winchester

If you're a customer of Winchester, you'll move to our new location during Autumn 2024. We've yet to confirm exactly when we'll move, but we'll share this as soon as we know, along with our new contact details.

Our service remains the same

Aside from the new location, everything else will stay the same.

Your account manager and the wider team will remain unchanged.

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 is located just 0.1 miles away, a three minute walk from the existing premises.

Due to the close proximity of the new branch location, we do not foresee any material customer impact from a location or travel perspective and customers can continue to access the branch in the same manner as they do for the current branch premises.

Public transport

The new branch location continues to be served by excellent public transport links, with a mainline train station within 0.3 miles (a five minute walk), and bus stops 0.1 miles away.

Parking

There is easy access by car, with widespread provision of parking in the city centre, the nearest being 0.1 miles away. The new branch also has one dedicated car parking space, which will be available for any vulnerable customers to use and which is not currently available in the existing premises.

Opening hours and accessibility

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

The new branch located in a newly refurbished building, which is easily accessible via a public lift, to assist accessibility, or a set of stairs.

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 Winchester branch are:</p> <p>110 High Street, Winchester, SO23 9AH (0.2 miles away)</p> <p>61-65 Stoney Lane, Winchester, SO22 6EW (1.2 miles away)</p> <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 Winchester branch, please speak to your account manager.

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

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