Dear Customer

# Changes to Winsley Post Office® – tell us what you think

We're talking to the operator about the possibility of making some changes to your Post Office and we'd like you to tell us what you think about the changes before we finalise our plans.

## What's happening?

We're investing in our branches across the Post Office network to make them more modern and convenient for you and our operators who run them. As part of this programme of investment and modernisation we are talking to the operator about the possibility of changing your branch to one of our new style local branches. This would mean:

- Post Office services would be offered from a till on the retail counter in a modern branch instead of the separate screened counter
- If the change goes ahead the branch would be open for longer: Mon – Sat 07:00 – 22:00 & Sun 08:00 – 22:00. (Current opening times are: Mon - Fri 09:00 – 17:30 & Sat 09:00 – 12:30)
- You'll still have most of the Post Office products and services you're used to but some services will no longer be available at this branch. These services are currently available at the branch listed overleaf, and some products, like travel insurance, are available online or by telephone. Please look over the page for details of product availability
- Your branch may need to close for up to seven days during October/November 2014 while the refurbishment takes place

## You can help shape your service in this store

We want to know what's important to you and would like you to tell us what you think about the changes; particularly on the following areas:

- Why do you use this Post Office and what do you like about it?
- Do you have any comments about the changes to the branch? For example, the Post Office till would be on the retail counter in your newly modernised branch, therefore are there any measures you would like to see in place about the proposed location of the Post Office till or the queuing area.
- Do you have any comments about any changes to the opening hours?
- Do you have any comments about how you will access the Post Office products and services that will no longer be available at the branch if the change goes ahead?
- Do you have any comments about the potential closure period during the refurbishment or access to other branches in the area?



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You can share your views on the changes to your Post Office through our easy and convenient new online questionnaire via the link below. When entering the site you will be asked to enter the code for this branch: 288504

postofficeviews.co.uk

You may also give us your comments in the following ways:

💻 postofficeviews.co.uk

🖱 comments@postoffice.co.uk

☎ Customer Helpline: 08457 22 33 44
Textphone: 08457 22 33 55

✉ FREEPOST Your Comments

Want to tell us what you think right here and now – scan here

If you don't have a QR code scanner on your phone, you can find one in your app store.

**Please note this is the full address to use and no further address details are required.**

We'll accept responses up to and including 24 September 2014. We won't be replying to you individually but what we will do is tell customers how we've considered the feedback on a poster which will be displayed in branch. A summary of responses will be provided to the independent statutory consumer watchdog, which in Great Britain is Citizens Advice and Citizens Advice Scotland, and in Northern Ireland, the Consumer Council.

### When would the changes happen?

We are planning to make these changes in October/November 2014. We'll put a poster up in branch at least two weeks before to let you know the exact date and to tell you how we've considered your feedback. We'll make sure any disruption caused by the refurbishment is kept to a minimum. The following branch will be happy to provide you with Post Office services during this period.

- Bradford Road Post Office, 83 Bradford Road, Combe Down, Bath, BA2 5BP

We'll also be asking you for your feedback again once the changes have taken place. A questionnaire will be available in branch for you to complete shortly after your new look branch opens.

**To get this information in a different format, for example, in large print, audio or braille please contact the Customer Helpline on 08457 22 33 44**

This communication process has been agreed with the independent statutory consumer watchdog, which in Great Britain is Citizens Advice and Citizens Advice Scotland, and in Northern Ireland, the Consumer Council, and is being carried out in line with our Code of Practice for changes to the Post Office network, which we have agreed with them. If you'd like copies of the Code they are available in branch, or by contacting us or on our website at: www.postoffice.co.uk/transforming-post-office. If you think that the process has not been properly followed and wish to make a complaint, then please write to us or email us via the contact details included in our posters and letters and let us know why. We'll examine your complaint and respond to you as soon as we can. We will provide you with the relevant contact points for the consumer watchdog, so if you are still not satisfied when you have received our response, you can ask them for their assistance.

| Winsley Post Office® services available | | |
|---|---|---|
| Your operator or our Customer Helpline on 08457 223344 will be happy to help you with any queries about product availability or provide you with details of maximum value of transactions. Customers can also shop online at www.postoffice.co.uk | | |
| | Current branch | New branch |
| **Mail** | | |
| First & Second Class mail | ✓ | ✓ |
| Stamps, stamp books (1st class 6 & 12 only, 2nd class 12 only) | ✓ | ✓ |
| Special stamps (Christmas issue only) & postage labels | ✓ | ✓ |
| Signed For | ✓ | ✓ |
| Special Delivery | ✓ | ✓ |
| Home shopping returns | ✓ | ✓ |
| Inland small, medium & large parcels | ✓ | ✓ |
| Express & contract parcels | ✓ | Express 24 & 48 |
| British Forces Mail (BFPO) | ✓ | ✓ |
| International letters & postcards (inc. signed for & Airsure) | ✓ | ✓ |
| International parcels up to 2kg & printed papers up to 5kg | ✓ | ✓ |
| Parcelforce Worldwide International parcels | ✓ | ✗ |
| Articles for the blind (inland & international) | ✓ | ✓ |
| Royal Mail redirection service | ✓ | ✓ |
| Local Collect | ✓ | ✓ |
| Drop & Go | ✓ | ✓ |
| **Withdrawals, deposits and payments** | | |
| Post Office Card Account | ✓ | ✓ |
| Personal & Business Banking cash withdrawals, deposits & balance enquiries using a card & enveloped cheque deposits. Also barcoded deposit slips. | ✓ | ✓ |
| Postal orders | ✓ | ✓ |
| Moneygram | ✓ | ✓ |
| **Bill payments** | | |
| Automated bill payments (card or barcoded) | ✓ | ✓ |
| Key recharging | ✓ | ✓ |
| Transcash (without barcode) | ✓ | ✗ |
| **Financial services** | | |
| NS&I Premium Savings Bonds | ✓ | ✗ |
| **Driving** | | |
| Car tax (you can pay in cash, by cheque or debit card) | ✓ | ✓ |
| **Licences** | | |
| Rod fishing licences | ✓ | ✓ |
| **Travel** | | |
| Pre-order travel money | ✓ | ✓ |
| On demand travel money | Euros | Euros |
| Travel insurance referral | ✓ | ✓ |
| | | |
| Mobile Top-ups & E vouchers | ✓ | ✓ |
| National Lottery Terminal | ✓ | ✓ |
| **Payment by cheque** | ✓ | Car tax only |
| Products marked ✗ are available at Bradford Road Post Office, 83 Bradford Road, Combe Down, Bath, BA2 5BP | Opening times:<br>Mon, Tue, Thu & Fri 08:30 – 17:30<br>Wed & Sat 08:30 – 13:00 | |