



Dear Customer

Ballykeel Post Office®
8 Crebilly Road, Ballymena, BT42 4AD

Local Public Consultation Decision

I'm writing to confirm that we will be proceeding with our proposal to move the above Post Office branch to: Mace, 1 Knockeen Shopping Centre, Crebilly Road, Ballymena, BT42 4AE, where it will operate as one of our new local style Post Office branches.

We received one individual response from a customer during the consultation period, which welcomed the longer opening times that would be available at the proposed location.

I have carried out a final review of my original proposal and the feedback received during the public consultation period. I was pleased to learn of customers support for the move and we are delighted that Ballykeel branch is part of the modernisation plans for our network, offering Post Office services that will meet customer needs whilst helping to provide future sustainability. We already have over 3500 branches offering Post Office services in this new way and customer and operator feedback has been very encouraging.

Access at the new store will be level and via an automatic door. Internally, the new local style Post Office will operate from an open plan till, located at the shop counter, enabling customers to carry out a wide range of Post Office products and services alongside retail transactions. The change also means that local residents will benefit from significantly longer opening hours, including Saturday afternoon, Sunday and longer opening times throughout the week, so customers can use our services at times that suit them better.

Full details of the new branch are provided at the end of this letter together with a list of the products and services which will be available.

The current branch will close at 13:00 on Thursday 17 August 2017, with the new branch opening, at Mace, 1 Knockeen Shopping Centre, BT42 4AE, at 13:00 on Thursday 17 August 2017. If there are any unforeseen schedule changes which mean these dates change, posters will be displayed in branch to let customers know.

You can also find a copy of this letter on our website at postofficeviews.co.uk. When entering the website you will be asked to enter the code for this branch: 185702

This change to the Post Office network is being carried out in accordance with the Code of Practice for changes to the network, as agreed with the independent statutory consumer watchdog. A full copy of the Code of Practice is available on our website at www.postofficeviews.co.uk, or by contacting us at the address provided at the end of this letter.





Thank you for considering our proposal.

Yours sincerely

A handwritten signature in black ink, appearing to read "Suzanne Richardson".

Suzanne Richardson
Regional Network Manager

How to contact us:

-  postofficeviews.co.uk
-  comments@postoffice.co.uk
-  Customer Helpline: 03457 22 33 44
Textphone: 03457 22 33 55
-  FREEPOST Your Comments

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

This document is also available to view online, to see it – scan here.

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



To get this information in a different format, for example, in larger print, audio or braille please contact the Customer Helpline on 03457 22 33 44 or Textphone 03457 22 33 55.

Ballykeel Post Office information sheet

Address	Mace 1 Knockeen Shopping Centre Crebilly Road Balymena BT42 4AE														
Opening hours	<table border="1"><tr><td>Monday</td><td>08:00 – 21:00</td></tr><tr><td>Tuesday</td><td>08:00 – 21:00</td></tr><tr><td>Wednesday</td><td>08:00 – 21:00</td></tr><tr><td>Thursday</td><td>08:00 – 21:00</td></tr><tr><td>Friday</td><td>08:00 – 21:00</td></tr><tr><td>Saturday</td><td>08:00 – 21:00</td></tr><tr><td>Sunday</td><td>08:00 – 21:00</td></tr></table>	Monday	08:00 – 21:00	Tuesday	08:00 – 21:00	Wednesday	08:00 – 21:00	Thursday	08:00 – 21:00	Friday	08:00 – 21:00	Saturday	08:00 – 21:00	Sunday	08:00 – 21:00
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Distance	700 metres away from the current branch, along varied terrain.														
Products & Services	The majority of Post Office products and services will still be available.														
Accessibility & accessibility works	Access and facilities The new premises have an automatic door and level access. Internally, there will be a hearing loop and space for a wheelchair. Parking There are parking facilities outside the branch.														
Retail	Convenience store														
Date of Relocation	13:00 on Thursday 17 August 2017														

Ballykeel Post Office® services available

Your Postmaster or our Customer Helpline on 03457 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

	New branch
Mail	
First & Second Class mail	✓
Stamps, stamp books (1 st class 6 & 12 only, 2 nd 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	✓
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	✓
All personal and business banking cash withdrawals, deposits, balance enquiries & enveloped cheque deposits (card, barcoded or manual)	✓
Postal orders	✓
Moneygram	✓
Bill payments	
Bill payments (card, barcoded or manual)	✓
Key recharging	✓
Transcash (without barcode)	✓
Travel	
Pre-order travel money	✓
Travel insurance referral	✓
On demand travel insurance	✗
Mobile Top-ups & E vouchers	
Mobile Top-ups & E vouchers	✓
National Lottery Terminal	✓
Payment by cheque	
Products marked ✗ are available at Ballymena Post Office, Unit 64-65 Tower Centre, Wellington Street, Ballymena, BT43 6AH	Opening times: Mon – Sat 09:00 – 18:00 Sun Closed