



Dear Customer

At the Post Office we are continually looking to refresh our network and ensure we meet our customer needs. I'm therefore pleased to let you know that we are planning to open a new Post Office in your area in Premier Bar Stores, Bar Stores, Bar Road, Falmouth, TR11 4BN on Wednesday 1 August 2018 at 13:00.

The service will be one of our local style branches with a low-screened, open-plan Post Office service point carefully integrated into the retail counter. Customers will be able to carry out a wide range of Post Office transactions alongside retail purchases. The new service will offer long opening hours, with the Post Office opening hours in line with the retail business.

Details of the opening hours and the key products and services that will be available are provided overleaf. Please feel free to share this information with others who may be interested to hear about the new service. If there are any unforeseen changes which mean these dates change, posters will be displayed in store to let customers know.

We're carrying out this notification in line with our Principles of Community Engagement. You can find more information about these principles at the end of this letter.

We hope that you and the local community will support the Post Office network in your area.

Yours faithfully

*Andy Healey*

**Andy Healey**  
**Area Network Change Manager**

How to contact us:

comments@postoffice.co.uk

postofficeviews.co.uk

FREEPOST Your Comments

Post Office Limited is committed to protecting your privacy, information about how we do this can be found on our website at [www.postoffice.co.uk/privacy](http://www.postoffice.co.uk/privacy)

**To get this information in a different format, for example, in larger print, audio or braille, please contact the Customer Helpline on 03452 66 01 15 or Textphone 03457 22 33 55.**

***The Principles of Community Engagement have been agreed with Citizens Advice, Citizens Advice Scotland and the General Consumer Council for Northern Ireland; the independent statutory consumer watchdogs.***

A full copy of these Principles are available on [postofficeviews.co.uk](http://postofficeviews.co.uk)

*What to do if you feel these principles haven't been followed:*

Please get in touch so we can investigate your complaint. We'll explain in our reply whether we believe we have followed our principles of community engagement and will provide you with the contact details for the relevant Consumer watchdog (Citizens Advice, Citizens Advice Scotland or the Consumer Council for Northern Ireland) if you're not satisfied with our response.

#### **Post Office opening times & services available**

Mon – Sun 06:00 – 22:00

#### **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

British Forces Mail (BFPO)

International letters & postcards (inc. signed for & Airsure)

International parcels up to 2kg & printed papers up to 5kg

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. Also enveloped cheque deposits and barcoded deposit slips.

Postal orders

Moneygram

#### **Bill payments**

Automated bill payments (card or barcoded)

Key recharging

#### **Travel**

Pre-order travel money

Travel insurance referral

Mobile Top-ups & E vouchers

**Cheques are NOT accepted as a method of payment**

**The operator or our Customer Helpline on 03452 66 01 15 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](http://www.postoffice.co.uk)**