



Dear Sir/Madam

Betws Yn Rhos Post Office®
Betws Yn Rhos, Abergele, LL22 8AW

Changes to Betws Yn Rhos Post Office®

We recently asked you for your views about our plans to change the above Post Office to one of our new-style local branches.

Our plans are now finalised and your new-look Post Office is scheduled to open at the current location on 27 April 2018 at 13:00.

To make this change happen, the branch will need to close for refurbishment on 25 April 2018 at 12:30 however the following branch will be happy to provide customers with Post Office services during this period. Should these dates change, posters will be displayed in branch to let customers know.

- Abergele Post Office, 21 Market Street, Abergele, LL22 7AG

When the new branch opens, customers will benefit from a newly modernised Post Office service and longer opening hours:

Monday – Saturday 07:00 – 20:00
Sunday 08:00 – 17:00

I've also enclosed an information leaflet which outlines the main comments we received on our plans and our response to these. This leaflet is available in branch and posters are also being displayed to let customers know about the change.

The information of our final plans for this branch is available on the Post Office Consultation Hub at postofficeviews.co.uk.

Thank you for your time taken.

Yours faithfully

Sarah Cottrell

Sarah Cottrell
Area Manager

How to contact us:



postofficeviews.co.uk



FREEPOST Your Comments



comments@postoffice.co.uk

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

Betws Yn Rhos Post Office® is changing

We recently asked your views on some key areas about our plans to change your Post Office to one of our new-look local branches. Although we received no comments about the possible changes, we have now reviewed and finalised our plans for the change to your branch. A summary of some of the main changes for you are provided below.

Your Post Office

You'll be glad to know that most of what you like about your branch won't change. Your new Operator is keen to provide the same high standard of service as is currently received and will be trained to the same high Post Office standards.

The changes to your branch

The new style Post Office will operate from an open plan, located at the retail till, enabling customers to carry out a wide range of Post Office products and services alongside retail transactions.

Your new opening hours

We already have over 2000 branches offering Post Office services in this new way. Feedback from customer satisfaction surveys supports that customers particularly like the longer opening hours the local style branch offers. This means that customers can choose to visit their local branch at times that suit their lifestyle better, whether this be first thing in the morning, during the day, or later in the evening, which also helps to spread customer visits throughout the day.

The availability of Post Office products and services

The new-style local format is a simpler operating model than a traditional style Post Office. It is designed to handle products and services that are automated meaning that customers can be served quickly and efficiently and transactions processed more quickly. You may need to go to an alternative Post Office for a small number of transactions which are more complex or manual, paper based transactions, like Parcelforce Worldwide International Parcels. But the majority of services will still be available, including the acceptance of Royal Mail international letters, parcels up to 2kg and printed papers up to 5kg.

The small number of services that will no longer be available at Betws Yn Rhos Post Office will continue to be offered at Abergele Post Office.

Accessing alternative branches during the refurbishment

We've been working with the Operator to keep the refurbishment closure to a minimum and a poster is displayed in branch with details of the nearest alternative branches you can use. We're sorry for any inconvenience caused to you during this period.

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