



Dear Customer

Birch Hill Post Office®
McColls Retail Group, 94-95 Liscombe, Birchill, Bracknell, RG12 7DE

Change to your Post Office®

We're writing to let you know that we're changing the above Post Office to one of our Local style branches.

Customers will access Post Office services at a low-screened, open-plan, modern serving point that is part of the retail counter. Working with the Operator, we'll adapt the current store layout, fixtures and fittings to accommodate the new Post Office till if needed. The branch will continue to operate: Mon – Sat 06:00 – 22:00 & Sun 07:00 – 22:00.

Customers will still be able to get most of the Post Office products and services they are used to however for a small number of services they may need to go on-line, telephone our customer helpline or visit an alternative Post Office. I am pleased to let you know that we are enhancing the range of products which will be available when the Post Office branch converts. Customers will still be able to transact manual banking, Royal Mail and Parcelforce Worldwide International parcels. Additionally cheques will continue to be accepted as a method of payment. Customer satisfaction with local style branches stands at 96 per cent, and nearly 20 per cent of local branch customers visit outside traditional opening hours.

The branch will remain open during the refurbishments and your new-look Post Office branch will commence at this location on Monday 16 July 2018.

Posters will now be displayed in branch so customers are aware of the change. We hope that you and our customers will continue to support your new style Post Office service.

Yours faithfully

Adam Williams

Adam Williams
Multiples Account Executive

How to contact us:

postofficeviews.co.uk
comments@postoffice.co.uk
FREEPOST Your Comments

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.

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

Birch Hill Post Office® services available		
Your 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		
	Current branch	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	✓	✓
Change giving	✓	✓
Bill payments		
Bill payments (card, barcoded or manual)	✓	✓
Key recharging	✓	✓
Driving		
Car tax	✓	✓
Licences		
Rod fishing licences	✓	✓
Travel		
Pre-order travel money	✓	✓
On demand travel money	Euros/Dollars	Euros/Dollars
Travel insurance referral	x	✓
On demand travel insurance	✓	x
Mobile Top-ups & E vouchers	✓	✓
National Lottery Terminal	✓	✓
Payment by cheque	✓	✓
Products marked x are available at Bracknell Post Office, 10 Princess Square, Bracknell, RG12 1XW	Opening times: Mon, Wed, Thu & Fri 09:00 – 17:30 Tue 09:30 – 17:30 Sat 09:00 – 13:00	
Other Products are available at Easthampstead Post Office, Co-operative Group Food Ltd, 5 Rectory Row, Bracknell, RG12 7BN	Opening times: Mon to Sat 08:00 – 20:00	

Frequently Asked Questions

Will my transactions still be private?

In most cases Post Office and shop customers queue together but the Post Office service point will be clearly signed. A low level serving screen helps to aid privacy and there would be enough space for people to wait back from those being served. Post Office training also covers the protection of confidential information and personal data.

What about security?

We can't go into detail about specific security arrangements in order to safeguard those people working at and using Post Office branches but there would continue to be appropriate security measures in place, as well as robust procedures and guidelines which postmasters and their staff are required to follow. All of which helps contribute to a secure environment.

Will people still be properly trained?

Our customers deserve to receive the best possible service. Post Office training packages are provided to postmasters so that any person they employ who would be handling Post Office transactions is trained to Post Office standards, just as you'd expect.

Will there be enough space?

To make sure any changes meet with Post Office accessibility standards, an assessment is carried out on what the proposed layout might look like following conversion. This includes having space to wait for service, adequate turning circle space for wheelchair users where appropriate and keeping entrance areas and shopping aisles free of any obstructions, so people have a clear access route to the Post Office service point.

Will I have to wait longer to be served?

The new style branch is designed to handle straightforward transactions which can be carried out quickly and efficiently. Post Office services will also be available whenever the shop is open so customers can choose to visit the branch at a time more convenient to them.

Will I still be able to do business banking?

Staff at the branch will be happy to speak to customers about their individual requirements and transaction limits for their specific transaction.

Will I still be able to leave my mail securely?

Mail will be held safely at the branch ready for collection by Royal Mail.