



Dear Customer

Bowmore Post Office® branch
Previously located at: Main Street, Bowmore, Isle of Islay, PA43 7JH

Local Public Consultation Decision

I'm writing to confirm that we've proceeded with our proposal to relocate the above Post Office branch to Re-jig, Shore Street, Bowmore, Isle of Islay, PA43 7LB, where it is operating as one of our new local style Post Office branches.

In order to maintain a Post Office service and minimise any disruption to our customers, the new branch opened on Thursday 1 February 2018.

We have received one individual comment from a local representative during the local public consultation period. The feedback centred on the opening hours at the new location.

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. Post Office customers will benefit from increased opening hours provided by our operator.

I am pleased to let you know that we have enhanced the range of products which will be available at the new branch and 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. Full details of the proposed new service, are provided at the end of this letter.

I have carefully considered my original proposal and the feedback received during the public consultation period. I am confident that the new branch is suitably located and that this new way of offering Post Office services will meet customer needs, whilst helping to provide future sustainability for the branch.

This information is also available on the Post Office Consultation Hub at postofficeviews.co.uk. When entering the website you can use the search function to find this letter either by entering branch name, postcode or the unique branch code 161858.




Thank you for considering our proposal

Yours faithfully

A handwritten signature in black ink, appearing to read "Kenny Lamont".

Kenny Lamont
Network Operations Area Manager

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.

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.postofficeviews.co.uk. 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.

Bowmore Post Office information sheet

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|--|---|-----|---------------|-----|---------------|-----|---------------|-----|---------------|-----|---------------|-----|---------------|-----|--------|
| Address | <p align="center">Re-jig Shore Street Bowmore Isle of Islay PA43 7LB</p> | | | | | | | | | | | | | | |
| Opening hours | <table border="1" data-bbox="791 689 1153 927"> <tr><td>Mon</td><td>09:00 – 17:00</td></tr> <tr><td>Tue</td><td>09:00 – 17:00</td></tr> <tr><td>Wed</td><td>09:00 – 17:00</td></tr> <tr><td>Thu</td><td>09:00 – 17:00</td></tr> <tr><td>Fri</td><td>09:00 – 17:00</td></tr> <tr><td>Sat</td><td>09:00 – 12:30</td></tr> <tr><td>Sun</td><td>Closed</td></tr> </table> | Mon | 09:00 – 17:00 | Tue | 09:00 – 17:00 | Wed | 09:00 – 17:00 | Thu | 09:00 – 17:00 | Fri | 09:00 – 17:00 | Sat | 09:00 – 12:30 | Sun | Closed |
| Mon | 09:00 – 17:00 | | | | | | | | | | | | | | |
| Tue | 09:00 – 17:00 | | | | | | | | | | | | | | |
| Wed | 09:00 – 17:00 | | | | | | | | | | | | | | |
| Thu | 09:00 – 17:00 | | | | | | | | | | | | | | |
| Fri | 09:00 – 17:00 | | | | | | | | | | | | | | |
| Sat | 09:00 – 12:30 | | | | | | | | | | | | | | |
| Sun | Closed | | | | | | | | | | | | | | |
| Distance | 300 metres away from the previous branch, along varied terrain. | | | | | | | | | | | | | | |
| Products & Services | The majority of Post Office products and services will still be available. | | | | | | | | | | | | | | |
| Accessibility & accessibility works | <p>Access and facilities Currently there is a low step and a wide door with a grab rail at the entrance to the new premises, however a portable ramp is available on request. A bell and signage has been installed to alert staff to assist customers. Internally, there is a hearing loop and space for a wheelchair.</p> <p>Parking Roadside parking is available outside the branch and there is a car park with dedicated marked disabled bays at The Square within 60 metres.</p> | | | | | | | | | | | | | | |
| Retail | Recycling shop for clothes, books and bric and brac | | | | | | | | | | | | | | |
| Date of Relocation | Thursday 1 February 2018 | | | | | | | | | | | | | | |

Bowmore Post Office® services available

Your Postmaster 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

| | 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 | ✓ |
| Travel | |
| Pre-order travel money | ✓ |
| On demand travel money | Euros |
| Travel insurance referral | ✓ |
| Mobile Top-ups & E vouchers | |
| | ✓ |
| Payment by cheque | |
| | ✓ |
| Other Products are available at Bridgend Post Office, Bridgend, Isle of Islay, PA44 7PQ | Opening times: Mon, Tue, Wed & Fri 09:00 – 13:00 14:00 – 17:30 Thu & Sat 09:00 – 13:00 |