



Dear Customer

Dunfermline Post Office®
111-113 High Street, Dunfermline, KY12 7DR

Changes to your branch

We recently asked for your views on some key areas of our plans to franchise Dunfermline Post Office. In total, we received four responses.

Thank you to everyone who took the time to let us have their comments and provide information. All the feedback we received helped us to better understand the views of customers and their representatives and this was taken into account, along with all other relevant factors, in finalising our plans.

After careful consideration of the feedback received, we are confident that the new branch will continue to meet customer needs and deliver an excellent service, whilst securing the long-term viability of Post Office services in Dunfermline.

A summary of the key issues raised and our response to each key issue is enclosed, along with an information sheet providing further details about the branch.

The branch will remain at its current location, but to enable us to make the necessary changes to the branch, it will be necessary for it to close at 17:30 on Wednesday 23 January 2019 and reopen at 09:00 on Friday 25 January 2019.

During the transfer of the branch, customers requiring Post Office facilities may use any convenient Post Office service. Details of three nearby alternative Post Office branches are provided below for your information:

- Halbeath Road Post Office, 86 Halbeath Road, Dunfermline, KY12 7RS
- Brucefield Post Office, St Andrews Street, Dunfermline, KY11 4QG
- Abbeyview Post Office, 1-3 Abbey View, Dunfermline, KY11 4HA

I am confident that our customers in Dunfermline will continue to receive a high standard of customer service in the years ahead.

You can also find a copy of this letter on our website at postofficeviews.co.uk.

Yours faithfully

A handwritten signature in black ink, appearing to read "Roger Gale".

Roger Gale
Network & Sales Director
Post Office Limited

Response to key points raised

Key points raised:

- Availability of space within the store
- Small and slow lift
- Change the fire door exit in the basement to an entrance

Response to key points:

WHSmith High Street Ltd will ensure there are sufficiently wide, clear aisles and there is adequate space for Post Office customers, including wheelchairs users, so they can easily access the Post Office area. Our new operator has satisfied us that they are equally as committed to delivering excellent customer service as we are. Any person employed to work at Dunfermline Post Office will be trained to the highest Post Office standards. Post Office Ltd will work with WHSmith High Street Ltd to provide support, in the same way they already do in existing Post Office branches operated by us or other retail partners.

The Lift can carry up to 8 persons, upgrade work was carried out on the lift in 2016 including, audible annunciation, overhaul of the landing entrances and an upgrade to the car lighting. The lift has a good reliability record and is regularly serviced.

WHSmith High Street Ltd have reviewed the provision of creating a second entrance at the rear of the store, however have confirmed that this is not something that could be accommodated at the branch.

Dunfermline Post Office information sheet															
Address	WHSmith 111-113 High Street Dunfermline KY12 7DR														
Opening hours	<table border="1"> <tr><td>Mon</td><td>09:00 – 17:30</td></tr> <tr><td>Tue</td><td>09:00 – 17:30</td></tr> <tr><td>Wed</td><td>09:00 – 17:30</td></tr> <tr><td>Thu</td><td>09:00 – 17:30</td></tr> <tr><td>Fri</td><td>09:00 – 17:30</td></tr> <tr><td>Sat</td><td>09:00 – 17:30</td></tr> <tr><td>Sun</td><td>10:30 – 14:30</td></tr> </table>	Mon	09:00 – 17:30	Tue	09:00 – 17:30	Wed	09:00 – 17:30	Thu	09:00 – 17:30	Fri	09:00 – 17:30	Sat	09:00 – 17:30	Sun	10:30 – 14:30
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Sat	09:00 – 17:30														
Sun	10:30 – 14:30														
Products & Services	The same wide range of products and services will still be available.														
Serving positions	There are four serving positions in total, made up of one screened and three open plan. The total number of serving positions has been based on current and future predicted business levels.														
Additional facilities	Two self-service kiosks for mails transactions including home shopping returns, E Top-Ups, and a range of bill payments.														
Access & facilities	Access is level with an automatic door at the entrance. A low level serving counter, low level writing desk and hearing loop will continue to be available														
Retail	Stationery, books and news														
Date of temporary closure	Closed from 17:30 on Wednesday 23 January 2019, re-opening at 09:00 on Friday 25 January 2019.														

To get this information in a different format, for example, in larger print, audio or braille please call 03452 66 01 15 or Textphone 03457 22 33 55.