



Dear Customer

Eastbourne Post Office®
110 Terminus Road, Eastbourne, BN21 3AL

Changes to your branch

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

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 Tuesday 29 January 2019. However, it will reopen at 09:00 on Thursday 31 January 2019. During the transfer of the branch, customers requiring Post Office facilities may use any convenient Post Office service. Details of two nearby alternative Post Office branches are provided below for your information:

- Old Town Post Office, 50 Ocklynge Road, Eastbourne, BN21 1PP
- Meads Post Office, 34 Meads Street, Eastbourne, BN20 7QY

For this short period of closure, for customers requiring DVLA Photocard Driving Licence renewal and Security Industry Authority (SIA) licence application services, the nearest branch is: Hailsham Post Office, 21 High Street, Hailsham, BN27 1AN, approximately 10 miles away. Likewise, for customers who require Biometric Enrolment for the Home Office services, the nearest branch is: Worthing Counter Post Office, Chapel Road, Worthing, BN11 1AA, approximately 35 miles away.

I am confident that our customers in Eastbourne 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
- No customer seating

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 wheelchair users, so they can easily access the Post Office area.

There is seating available in the branch for customers to use.

Eastbourne Post Office information sheet															
Address	WHSmith 110 Terminus Road Eastbourne BN21 3AL														
Opening hours	<table border="1"><tbody><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></tbody></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 with the exception of the Biometric Enrolment service for the Home Office.														
Serving positions	There are five serving positions in total, made up of one screened and four open plan. The total number of serving positions has been based on current and future predicted business levels.														
Additional facilities	Three 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 doors 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 Tuesday 29 January 2019, re-opening at 09:00 on Thursday 31 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.