



payzone

Dear Customer,

We are pleased to let you know that in collaboration with Payzone, we will be opening a new Post Office service in your area at Merrow Premier Mart, 172 Epsom Road, Guildford, GU1 2RR commencing on Wednesday 12 June 2024 at 13:00.

The service will be one of our Drop & Collect branches, which is one of our newer, lighter branch formats developed to take advantage of the opportunities in the pre-paid parcels market and helping us to address gaps in service coverage.

The new Drop & Collect at Merrow Premier Mart will offer Post Office services from a handheld device, providing convenient access for customers to bill payments and prepaid parcel collections and returns. To maximise accessibility to these services that our customers are increasingly seeking, more complex services like personal and business banking will not be available at this branch. Details of the opening hours and the products and services available are provided overleaf. If there are any unforeseen circumstances which mean the opening date changes, posters will be displayed in store to let customers know.

A wider range of Post Office services are available from the nearby branches at Boxgrove Post Office, 119-121 Collingwood Crescent, Boxgrove Park, GU1 2PF and Guildford Post Office, 56 High Street, Guildford, GU1 3ES. The latest available branch information can be found on our website, [www.postoffice.co.uk/branch-finder](https://www.postoffice.co.uk/branch-finder)

Please feel free to share this information via your social media channels and with others who may be interested to hear about the new branch and the services it offers.

We're carrying out this notification in line with our Principles of Community Engagement. An extract relating to this Notification is available at the end of this letter.

We hope that you and the local community will support the Post Office network in your area.

Yours faithfully

*Natalie Liff*

**Natalie Liff**

**Propositions Manager**

**Network Propositions**

How to contact us:

[comments@postoffice.co.uk](mailto:comments@postoffice.co.uk)

[postofficeviews.co.uk](https://postofficeviews.co.uk)

FREEPOST Your Comments

Opening times & Post Office services available	
Mon – Sun	08:00 – 21:00
Mail	
Parcel collect and return – prepaid only	
Other	
Bill payments	
Mobile top-up service	
For information about product availability call 03457 22 33 44.	

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

## **Principles of Community Engagement on changes to the Post Office network (extract)**

A full version of this document is available on our Consultation Hub - [postofficeviews.co.uk](https://postofficeviews.co.uk)

**We are committed to engaging and supporting our customers and their representatives as we make changes to the Post Office network. The following Principles will be adopted when communicating about changes to your local Post Office branch.**

We will **Notify** - where we are informing customers of changes around:

- Opening hours
- Unplanned closure<sup>1</sup>/ planned service interruption
- Re-opening of a closed branch in the same site
- Opening a new branch unrelated to a previous closure
- Location used by a Mobile Post Office within a community
- Franchising of a Directly Managed branch in its existing site where there are no changes to access to the Post Office serving point

We will display a poster in branch (or nearby if appropriate) to notify customers of the above changes, aiming to provide four weeks' notice. Four weeks' notice may not be possible for an unplanned change, and in these instances, we will provide notice as soon as we are able to. For closures we will include details of the nearest alternative Post Offices and our customer helpline/textphone.

We notify locally elected representatives including but are not restricted to the Member of Parliament, Scottish Parliament, Welsh Parliament, or Northern Ireland Assembly, Local Authority Chief Executive, Ward Councillors, Parish or Community Council, selected charities, local Citizens Advice, Age UK, Northern Ireland's Disability Action and Northern Ireland's Rural Community Network. They are also encouraged to share all information additionally with local groups and organisations who they believe have an active interest in changes to their local Post Office.

***These Principles have been agreed with Citizens Advice, Consumer Scotland and the General Consumer Council for Northern Ireland, the independent statutory consumer watchdogs.***

What to do if you feel these Principles haven't been followed:

Please get in touch so we can investigate your complaint. We'll explain in our reply whether we believe we have followed our Principles of Community Engagement and will provide you with the contact details for the relevant consumer watchdog (Citizens Advice, Consumer Scotland, or the Consumer Council for Northern Ireland) if you're not satisfied with our response. The watchdog will independently assess whether we have followed the Principles of Community Engagement process (rather than the decision itself) and recommend any actions with respect to the complaint.

**Postofficeviews.co.uk**

**[Comments@postoffice.co.uk](mailto:Comments@postoffice.co.uk)**

**FREEPOST Your Comments**

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<sup>1</sup>Where the closure is unplanned, the service provision in the area will be reviewed based on current usage, modelling and availability of any suitable replacement or alternative service model. A commercial decision will be made if to actively seek to replace the closed service and will not be subject to public consultation.