



Dear Customer

Fox Lane Post Office
318 Fernhill Road, Farnborough, GU14 9EF

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

Customers would access Post Office services at low-screened, open-plan, modern serving point that's part of the retail counter. Working with the postmaster, we'd adapt the current store layout, fixtures and fittings to accommodate the Post Office till if needed. The branch will offer a range of Post Office services over longer opening hours Mon – Sun 07:00 – 22:00 so customers can access their Post Office when it's convenient. Customer satisfaction with local style branches is high, and many local branch customers visit outside traditional opening hours.

Customers will still be able to get most of the Post Office services available they are used to, however, for a small number of services they may need to go on-line, call us or visit an alternative Post Office. Paper-based, manual transactions, payment by cheque will not be available, details of product availability are provided below.

Your new-look Post Office will open at this location on Saturday 14 February 2026 at 09:00 - it will need to close for refurbishment on Thursday 8 January 2026 at 17:30. If there are any unforeseen circumstances which mean these dates change, posters will be displayed in branch to let customers know.

The following branches will be happy to provide customers with Post Office services during this period.

- Oak Farm Estate Post Office, 50 Giffard Drive, Farnborough, GU14 8PX
- Blackwater Post Office, 24 London Road, Blackwater, Camberley, GU17 9AA

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

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

Tracey Newton-Crofts

Tracey Newton-Crofts
Partner Account 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, call 03452 66 01 15 or Textphone 03457 22 33 55.

For additional information about product availability call 03457 223344.
For details of maximum value of transactions, please speak to the branch postmaster.

We sell Royal Mail and Parcelforce Worldwide services.
Postage services from other companies are also available in selected branches.

Services available	Current Branch	New Branch
<u>Everyday Personal & Business Banking</u>		
Cash Withdrawals	✓	✓
Cash Deposits	✓	✓
Cheque Deposits	✓	✓
<u>Mails</u>		
Drop & Go	✓	✓
Parcelforce Express Services	✓	✓
DPD - Buy in branch	✓	✓
DPD - Drop off and collections	✓	✓
<u>Pay Bills & Top Up</u>		
Pay Bills and Top up	✓	✓
<u>Identity Services</u>		
Document Certification Service	✓	✓
In Branch Verification	x	✓
<u>Driving</u>		
Vehicle Tax	✓	✓
<u>Travel</u>		
Foreign Currency	✓	✓
Travel Insurance	✓	✓
Travel Money Card	✓	✓
<u>Your Finances</u>		
Western Union	✓	✓
Savings Account ID Verification (free)	✓	x

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

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 closure¹/ 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 advocacy bodies.

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 advocacy body (Citizens Advice, Consumer Scotland, or the Consumer Council for Northern Ireland) if you're not satisfied with our response. The consumer advocacy body 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

FREEPOST Your Comments

Call: 03452 66 01 15

Textphone: 03457 22 33 55

¹Where 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.