



Dear Customer

At the Post Office we are continually looking to refresh our network and ensure we meet our customer needs. I'm therefore pleased to let you know that we are planning to open a new Post Office in your area at McColls, 8-12 Grinsdale Avenue, Belle Vue, Carlisle, CA2 7LX on Friday 07 December 2018 at 13:00.

The service will be one of our local style branches with a low-screened, open-plan Post Office service point carefully integrated into the retail counter. Customers will be able to carry out a wide range of Post Office transactions alongside retail purchases. The new service will offer long opening hours, with the Post Office opening hours in line with the retail business.

Details of the opening hours and the key products and services that will be available are provided overleaf. Please feel free to share this information with others who may be interested to hear about the new service. If there are any unforeseen changes which mean these dates change, posters will be displayed in store to let customers know.

We're carrying out this notification in line with our Principles of Community Engagement. You can find more information about these principles 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

Adam Williams

Adam Williams
Multiples Account Executive

How to contact us:

comments@postoffice.co.uk

postofficeviews.co.uk

FREEPOST Your Comments

Post Office Limited is committed to protecting your privacy. Information about how we do this can be found on our website at postoffice.co.uk/privacy

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.

The Principles of Community Engagement have been agreed with Citizens Advice, Citizens Advice Scotland and the General Consumer Council for Northern Ireland; the independent statutory consumer watchdogs.

A full copy of these Principles are available on postofficeviews.co.uk

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

Post Office opening times & services available

Mon – Sat 06:00 – 20:00
Sun 07:00 – 20:00

Mail

First & Second Class mail

Stamps, stamp books (1st class 6 & 12 only, 2nd 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

Articles for the blind (inland & international)

Royal Mail redirection service

Local Collect

Drop & Go

Withdrawals, deposits and payments

Post Office Card Account

Personal & Business Banking cash withdrawals, deposits & balance enquiries using a card. Also enveloped cheque deposits and barcoded deposit slips.

Postal orders

Moneygram

Bill payments

Automated bill payments (card or barcoded)

Key recharging

Travel

Pre-order travel money

Travel insurance referral

Mobile Top-ups & E vouchers

Cheques are NOT accepted as a method of payment

For information about product availability call 03452 223344 or to provide you with details of maximum value of transactions please speak to the operator. Customers can also shop online at www.postoffice.co.uk