



Dear Customer

Honington Camp Post Office®
RAF Honington, Bury St Edmunds, IP31 1ED

Changes to your Post Office® - tell us what you think

We will be restoring Post Office services to Honington on Friday 2 February 2018, where it will operate as one of our new-style local branches. You may be aware this branch has been closed since January 2016 and we are now in a position to re-open the services in the same premises.

What's happening?

There's an exciting programme of investment and transformation taking place across the Post Office network, helping to make our branches more modern and convenient for you and for the operators who run them. This would mean:

- Post Office services would be offered from a low-screened, open plan style service point, integrated into the retail counter
- The branch would be open:
Mon – Fri 07:00 – 21:00, Sat 09:00 – 21:00 & Sun 10:00 – 17:00.
- Customers will still be able to get most of the Post Office products and services you're used to however for a small number of services you may need to visit an alternative Post Office, go on-line or, telephone our customer helpline. Details of product availability are provided overleaf

We know that the local community will join me in welcoming this good news and hope that you and our customers will continue to use the branch.

If you have any questions about the new service, please write to me via the Communication and Consultation Team at the address shown below. Please note that your comments will not be kept confidential unless you expressly ask us to do so by clearly marking them "In Confidence". It's easy to let us have your feedback by completing our convenient online survey via the following link postofficeviews.co.uk and entering the unique code for this branch 097112

Customer information materials are also being displayed in branch and details are published on our website too at postofficeviews.co.uk

You can also let us have your comments in the following ways:



postofficeviews.co.uk



FREEPOST Your Comments
(This is the full address to use.
No further address or name details are required)



comments@postoffice.co.uk



Customer Helpline: 03452 66 01 15
Textphone: 03457 22 33 55

Shortly after the new look branch has reopened we will be asking customers their views regarding the changes that have been made to Honington Camp branch.

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

This communication process has been agreed with the independent statutory consumer watchdog, which in Great Britain is Citizens Advice and Citizens Advice Scotland, and in Northern Ireland, the Consumer Council, and is being carried out in line with our Code of Practice for changes to the Post Office network, which we have agreed with them. If you'd like copies of the Code they are available in branch, or by contacting us or on our website at: www.postofficeviews.co.uk. If you think that the process has not been properly followed and wish to make a complaint, then please write to us or email us via the contact details included in our posters and letters and let us know why. We'll examine your complaint and respond to you as soon as we can. We will provide you with the relevant contact points for the consumer watchdog, so if you are still not satisfied when you have received our response, you can ask them for their assistance.

Honington Camp Post Office® services available

Your operator or our Customer Helpline on 03452 66 01 15 will be happy to help you with any queries about product availability or provide you with details of maximum value of transactions. Customers can also shop online at www.postoffice.co.uk

	New branch
Mail	
First & Second Class mail	✓
Stamps, stamp books (1 st class 6 & 12 only, 2 nd 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	✓
Parcelforce Worldwide International parcels	✓
Articles for the blind (inland & international)	✓
Royal Mail redirection service	✓
Local Collect	✓
Drop & Go	✓
Withdrawals, deposits and payments	
Post Office Card Account	✓
All personal and business banking cash withdrawals, deposits, balance enquiries & enveloped cheque deposits (card, barcoded or manual).	✓
Postal orders	✓
Moneygram	✓
Change giving	✓
Bill payments	
Bill payments (card, barcoded or manual)	✓
Key recharging	✓
Transcash (without barcode)	✓
Driving	
Car tax	✓
Licences	
Rod fishing licences	✓
Travel	
Pre-order travel money	✓
On demand travel money	Euros
Travel insurance referral	✓
Mobile Top-ups & E vouchers	
Mobile Top-ups & E vouchers	✓
National Lottery Terminal	✓
Payment by cheque	✓
Other Products are available at Ixworth Post Office, 13 High Street, Ixworth, Bury St Edmunds, IP31 2HH	Opening times: Mon – Sun 07:00 – 21:00

Frequently Asked Questions.

Why are you looking to make this change?

This change is part of major programme of modernisation taking place across the Post Office network, the largest in the history of Post Office Limited. The Programme is underpinned by Government investment which will see up to 8,000 branches modernised and additional investment in up to 3,000 community and outreach branches.

Will my transactions still be private?

In most cases Post Office and shop customers queue together but the Post Office service point will be clearly signed. A low level serving screen helps to aid privacy and there would be enough space for people to wait back from those being served. Post Office training also covers the protection of confidential information and personal data.

What about security?

We can't go into detail about specific security arrangements in order to safeguard those people working at and using Post Office branches but there would continue to be appropriate security measures in place, as well as robust procedures and guidelines which postmasters and their staff are required to follow. All of which helps contribute to a secure environment.

Will people still be properly trained?

Our customers deserve to receive the best possible service. Post Office training packages are provided to postmasters so that any person they employ who would be handling Post Office transactions is trained to Post Office standards, just as you'd expect.

Will there be enough space?

To make sure any changes meet with Post Office accessibility standards, an assessment is carried out on what the proposed layout might look like following conversion. This includes having space to wait for service, adequate turning circle space for wheelchair users where appropriate and keeping entrance areas and shopping aisles free of any obstructions, so people have a clear access route to the Post Office service point.

Can I see the floorplans?

The feedback we get from customers and local representatives helps us to deliver the change with the postmaster, including the final layout. Once the change takes place, will be asking customers for their feedback on how they are finding their new style service.

Will I have to wait longer to be served?

The new style branch is designed to handle straightforward transactions which can be carried out quickly and efficiently. Post Office services will also be available whenever the shop is open so customers can choose to visit the branch at a time more convenient to them.

Will I still be able to do business banking?

Staff at the branch will be happy to speak to customers about their individual requirements and transaction limits for their specific transaction.

Will I still be able to leave my mail securely?

Mail will be held safely at the branch ready for collection by Royal Mail.