



Dear Customer

**Low Hill Post Office
Unit B, Prestcott Street, Liverpool, L7 8UL**

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 products and services over longer opening hours Mon – Friday 08:00 – 18:00, Sat 08:00 – 12:30, Sun - closed, 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 products and services 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 Friday 6 December at 09:00 - it will need to close for refurbishment on Tuesday 12 November at 18:00. If there are any unforeseen circumstances which mean these dates change, posters will be displayed in branch to let customers know.

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 sincerely

David Hunt

**David Hunt
Area Change Manager**

How to contact us

postofficeviews.co.uk

comments@postoffice.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.**

Alternative branches

There are times our branches may need to make changes to its opening hours. The latest available branch information, including additional alternatives Post Office services in the area, can be found on our website www.postoffice.co.uk/branch-finder

Monument Place Post Office		Services
83-85 London Road Liverpool L3 8JA		The same range of products and services will be available.
Opening times		Access
Mon - Fri	08:30 – 17:30	This branch has a wide door and a ramp at the entrance.
Sat	09:30 – 13:00	
Sun	Closed	
Getting there		

This Post Office service is located approximately 650 metres away from Low Hill branch, along varied terrain. Parking is available nearby. There is a frequent bus service available between Low Hill branch and this Post Office service. The nearest bus stop is approximately 100 metres away.

The University Post Office		Services
1-2 Allsop Arcade Brownlow Hill Liverpool L3 5TX		Offers the similar services, however excluding a comprehensive range of Travel Money, Passport Check & Send, Vehicle Tax and On Demand Travel Insurance.
Opening times		Access
Mon - Fri	10:00 – 17:00	This branch has a wide door and level access at the entrance.
Sat - Sun	Closed	
Getting there		

This Post Office service is located approximately 850 metres away from Low Hill branch, along varied terrain. Roadside time restricted parking is available directly outside the branch. There are no direct bus services available between Low Hill and this Post Office.

Products and Services	Current Branch	New Branch
Everyday Personal & Business Banking		
Cash Withdrawals	✓	✓
Cash Deposits	✓	✓
Cheque Deposits	✓	✓
Mails		
Drop & Go	✓	✓
Parcelforce Express Services	✓	✓
DPD - Buy in branch	✓	✗
DPD - Drop off & Collections	✓	✗
Post & Go	✓	✗
Pay Bills & Top Up		
Pay Bills & Top-up	✓	✓
Passport Applications		
Paper Check & Send - New & Renewals	✓	✗
Digital Check & Send - New & Renewals	✓	✗
Licence Applications		
SIA (Security Industry Authority)	✗	✗
Home Office Services		
BRP (Biometric Residence Permit) Card Collection Service	✗	✗
Identity Services		
Document Certification	✓	✗
In Branch Verification	✓	✗
Driving		
DVLA Photocard Renewal	✗	✗
Vehicle Tax	✓	✓
Travel		
Foreign Currency	✓	Euros / Dollars
Travel Insurance	✓	✗
Travel Money Card	✓	✗
Your Finances		
Western Union	✓	✗
Savings Application Forms	✓	✗
Savings Account ID Verification (free)	✓	✗
Bank of England Banknote Exchange	✗	✗
ATM – 24hr	✗	✗

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

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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.