



Dear Customer

Lynemouth Post Office®
48 Albion Terrace, Lynemouth, Morpeth, NE26 5TA

Branch Temporary Closure

We are writing to inform you that, regrettably following the resignation of the postmaster and the withdrawal of the premises for Post Office use, the above branch will be closing temporarily on Friday 20 July 2018.

I would like to assure you that we are working hard to keep any period of closure to a minimum and we are currently investigating the options available which will enable us to reinstate a Post Office service to the local community. In exploring this, it is important that any future service is sustainable for the person operating the service, and for Post Office Limited.

If you have any questions you would like to raise about this matter, please write to me via the National Consultation Team at the address shown at the end of the letter. Please note that your comments will not be kept confidential unless you expressly ask us to do so by clearly marking them "In Confidence".

Any future changes to service provision would be handled in line with our Principles of Community Engagement. You can find more information about these Principles at the end of this letter.

It would be helpful if you could share this information with any local groups or organisations that you know within the community, for example on noticeboards, local charities and in GP surgeries, to help our customers and your constituents understand what is happening to the Post Office in the local community. If you would like a supply of posters please let us know.

We would like to apologise for the inconvenience the temporary closure may cause. We hope that our customers will continue to use the Post Office and full details of alternative Post Office services in the area are shown at the end of this letter.

We will write to you again once I have any news about our plans for future service provision.

Yours faithfully

Gail Burnett

Gail Burnett
Area Network Change Manager

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](https://www.postoffice.co.uk/privacy)

These Principles 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 the Principles of Community Engagement is 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.

Alternative branches:

Linton Colliery Post Office

Morpeth
NE61 5SF

Services

The same range of services will continue to be available with the addition of Euro Travel Money.

Opening times

Monday	07:00 – 12:30 13:30 – 17:30
Tuesday	07:00 – 12:30 13:30 – 17:30
Wednesday	07:00 – 12:00
Thursday	07:00 – 12:30 13:30 – 17:30
Friday	07:00 – 12:30 13:30 – 17:30
Saturday	09:00 – 12:00
Sunday	09:00 – 12:00

Access and facilities

This branch has a wide door and level access at the entrance.

Transport/Parking

Roadside parking is available nearby. There are local buses serving the surrounding area.

Distance

This Post Office service is located approximately 3.4 miles away from Lynemouth branch, along varied terrain.

Humber Terrace Post Office

154 Hawthorne Road
Ashington
NE63 9BG

Services

The same range of services will continue to be available with the addition of National Lottery and Euro Travel Money.

Opening times

Monday	07:00 – 17:30
Tuesday	07:00 – 17:30
Wednesday	07:00 – 17:30
Thursday	07:00 – 17:30
Friday	07:00 – 17:30
Saturday	09:00 – 13:00
Sunday	Closed

Access and facilities

This branch has a wide door and level access at the entrance.

Transport/Parking

Roadside parking is available nearby. There are local buses serving the surrounding area.

Distance

This Post Office service is located approximately 3.7 miles away from Lynemouth branch, along varied terrain.

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.