



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 have opened a new Hosted Outreach Service in your area. This service is operated by the Postmaster from Bude Post Office and operates from: The Bray Church of England Institute, Pinch Hill, Marhamchurch, Bude, EX23 0EN, on Mondays from 13:00 to 16:00. The new service started on 9 August 2021 at 13:00 and offers a wide range of services and products. Further details of the new service are provided below.

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. An extract relating to Notification is available 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

Matthew Walls

Matthew Walls
Network Provision Lead

How to contact us:

comments@postoffice.co.uk
postofficeviews.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.

Details of the new Hosted Service

Marhamchurch Hosted Service

The Bray Church of England
Institute,
Pinch Hill
Marhamchurch
Bude,
EX23 0EN

Services

A wide range of services will be available.

Access and facilities

There is level access at the rear entrance to the church.

Transport/Parking

Roadside parking is available nearby.

Opening times

Monday	13:00 – 16:00
--------	---------------

Post Office opening times & services available

Monday 13:00 – 16:00

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. Tracked & Signed)

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

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 03457 22 33 44. For details of maximum value of transactions, please speak to the operator.

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
- Temporary closure¹ / temporary service interruption
- Re-opening of a temporarily 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

We will display a poster in branch (or nearby if appropriate) to notify customers of the above changes, providing four weeks' notice. Where four weeks' notice is not possible, we will provide notice as soon as we are able to. For temporary closures we will include details of the nearest alternative Post Offices and our customer helpline/textphone.

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

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. The watchdog 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

¹ We will provide an update to locally elected representatives if the status of the temporarily closed branch has not changed after 12 months.

There may be a small number of cases where due to circumstances outside our control we have no option other than to permanently close a branch in a particular location. In these cases, the consultation will seek feedback on alternative Post Office service provision in the area.

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.