



Dear Customer

**Mevagissey Post Office®  
Jubilee Hall, Chapel Street, Mevagissey, St Austell, PL26 6SS**

**Local Public Consultation Decision**

We are writing to confirm the move of the above Post Office service to Mevagissey News, 6 Market Square, Mevagissey, St Austell, PL26 6UD, where it commenced operating as one of our new local style Post Office branches from Friday 08 December 2017.

We received 5 individual responses from customers and local representatives during the consultation period, with customers welcoming the longer opening times that is be available at the new location.

I have carried out a final review of our original proposal and the feedback received during the public consultation period. I was pleased to learn of customers support for the move and we are delighted that Mevagissey branch is part of the modernisation plans for our network, offering Post Office services that will meet customer needs whilst helping to provide future sustainability. We already have over 3700 branches offering Post Office services in this new way and customer and operator feedback has been very encouraging.

The new local style Post Office is operated from an open plan till, located at the shop counter, enabling customers to carry out a wide range of Post Office products and services alongside retail transactions. The local format is designed around following simple processes for handling transactions that are to be as straightforward and quick as possible. This helps to minimise queues and provide an efficient and speedy service. I'm pleased to confirm that following the move of the branch, car tax services will continue to be available and customers will still be able to pay by cheque for this service. Customers will also be able to carry out enveloped bank cheque deposits for our partner banks.

The operator has made adjustments to improve access for customers by installing a grab rail and a bell so that customers can summon for assistance. The local residents have benefited from significantly longer opening hours, including Tuesday, Friday, Saturday and Sunday opening and longer opening times throughout the week, so customers can use our services seven days a week and at times that suit them better.

As previously advised the new branch opened on Friday 08 December 2017.

Full details of the new branch are provided at the end of this letter together with a list of the products and services which are available.

You can also find a copy of this letter on our website at [postofficeviews.co.uk](http://postofficeviews.co.uk). When entering the website you can use the search function to find this letter either by entering branch name, postcode or the unique branch code 501471

This change to the Post Office network is being carried out in accordance with the Code of Practice for changes to the network, as agreed with the independent statutory consumer watchdog. A full copy of the Code of Practice is available on our website at [www.postofficeviews.co.uk](http://www.postofficeviews.co.uk), or by contacting us at the address provided at the end of this letter.

Thank you for considering our proposal.

Yours faithfully



**Suzanne Richardson**  
**Regional Network Manager**

**How to contact us:**

-  [postofficeviews.co.uk](http://postofficeviews.co.uk)
-  [comments@postoffice.co.uk](mailto:comments@postoffice.co.uk)
-  Customer Helpline: 03452 66 01 15  
Textphone: 03457 22 33 55
-  FREEPOST Your Comments

**Please note this is the full address to use  
and no further address details are required.**

We've published our final plan on-line, to see it, scan here.

If you don't have a QR code scanner on your phone, you can find one in your app store.



**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.**

**Mevagissey Post Office information sheet**

<b>Address</b>	Mevagissey News 6 Mark Square Mevagissey St Austell PL26 6UD														
<b>Opening hours</b>	<table border="1"><tr><td>Monday</td><td>07:00 – 20:00</td></tr><tr><td>Tuesday</td><td>07:00 – 20:00</td></tr><tr><td>Wednesday</td><td>07:00 – 20:00</td></tr><tr><td>Thursday</td><td>07:00 – 20:00</td></tr><tr><td>Friday</td><td>07:00 – 20:00</td></tr><tr><td>Saturday</td><td>07:00 – 20:00</td></tr><tr><td>Sunday</td><td>07:00 – 19:00</td></tr></table>	Monday	07:00 – 20:00	Tuesday	07:00 – 20:00	Wednesday	07:00 – 20:00	Thursday	07:00 – 20:00	Friday	07:00 – 20:00	Saturday	07:00 – 20:00	Sunday	07:00 – 19:00
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Sunday	07:00 – 19:00														
<b>Distance</b>	160 metres away from the current branch, along varied terrain.														
<b>Products &amp; Services</b>	The majority of Post Office products and services will still be available.														
<b>Accessibility &amp; accessibility works</b>	<p><b>Access and facilities</b> The branch has a grab rail and a bell to summon for assistance. Internally there is a hearing loop.</p> <p><b>Parking</b> There are pay and display car parks nearby.</p>														
<b>Retail</b>	Convenience store														
<b>Date of opening</b>	Friday 08 December 2017														

**Mevagissey Post Office® services available**

**Your Postmaster 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](http://www.postoffice.co.uk)**

	<b>New branch</b>
<b>Mail</b>	
First & Second Class mail	✓
Stamps, stamp books (1 <sup>st</sup> class 6 & 12 only, 2 <sup>nd</sup> 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	✓
<b>Withdrawals, deposits and payments</b>	
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	✓
<b>Bill payments</b>	
Bill payments (card, barcoded or manual)	✓
Key recharging	✓
Transcash (without barcode)	✓
<b>Licences</b>	
Rod fishing licences	✓
<b>Travel</b>	
Pre-order travel money	✓
On demand travel money	<b>Euros</b>
Travel insurance referral	✓
<b>Mobile Top-ups &amp; E vouchers</b>	
Mobile Top-ups & E vouchers	✓
National Lottery Terminal	✓
<b>Payment by cheque</b>	✓
Other Products are available at <b>Pentewan</b> Post Office, The Mill Garage, Pentewan, St Austell, PL26 6BU	Opening times: Mon – Fri      09:00 – 17:30 Sat                09:00 – 12:30