



Dear Customer

Penmaen Hosted Outreach service

Service Re-opening

We are pleased to let you know that we will be restoring Post Office services to the communities of Penllwyn, Pontllanfraith and Maes-Y-Cwmmer. These branches previously closed temporarily due to the resignation of the Postmaster and the withdrawal of the premises for Post Office use.

We will be reinstating Post Office services as temporary Hosted Outreach while we continue to seek a permanent solution and we are further pleased to inform you that the Postmaster from Penmaen Post Office will offer the Hosted Outreach service for the above communities.

The Hosted Outreach Post Office service for Penllwyn and Pontllanfraith is planned to commence on Tuesday 24 July 2018 and Maes-Y-Cwmmer on Thursday 26 July 2018.

Full details of the new services are provided at the end of this letter.

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. Please feel free to share this information with those in your organisation who you feel would have an active interest in this particular matter.

If you have any questions about the new service, please write to me via the Communication and Consultation Team at the address shown overleaf. Please note that your comments will not be kept confidential unless you expressly ask us to do so by clearly marking them "In Confidence".

We're carrying out this change in line with our Code of Practice. You can find more information about the Code at the end of this letter. I would like to thank you for your patience at this time.

We hope that you and our customers support your local Post Office service.

Yours faithfully

Gareth Shylon

Gareth Shylon
Area Network Change Manager

How to contact us:

comments@postoffice.co.uk

FREEPOST Your Comments

www.postofficeviews.co.uk

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.

Post Office Limited is committed to protecting your privacy, information about how we do this can be found on our website at www.postoffice.co.uk/privacy

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 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.

Details of the new Hosted Outreach service:

Penllwyn Post Office

Premier Stores
27 Fleur De Lys Avenue
Penllwyn
Blackwood
NP12 2EN

Opening times

| | |
|-----------------|----------------------|
| Tuesday | 09:15 – 11:15 |
| Thursday | 09:00 – 11:00 |

Services

A wide range of services will continue to be available. Customers can still collect benefits in cash using our everyday banking services or Post Office card account.

Access and facilities

Access is via a ramp from the pavement or steps with a wide door at the entrance. Internally, there will be a hearing loop.

Transport/parking

Roadside parking is available outside the Premier Stores and nearby.

Route

Located at the same Post Office premises within Premier Stores on Fleur De Lys Avenue.

Details of the new Hosted Outreach service:

Pontllanfraith Post Office

Elim Baptist Church
Newbridge Road
Pontllanfraith
Blackwood
NP12 2LB

Opening times

| | |
|-----------------|----------------------|
| Tuesday | 11:30 – 13:30 |
| Thursday | 13:30 – 15:30 |

Services

A wide range of services will continue to be available. Customers can still collect benefits in cash using our everyday banking services or Post Office card account.

Access and facilities

Access is level at the entrance with a wide door and handrails. Internally, there will be a hearing loop and space for a wheelchair.

Transport/parking

Parking is available at the Elim Baptist Church car park. There are local buses serving the surrounding area.

Route

This Post Office service is located approximately 250 metres away from the previous branch location, along varied terrain.

Details of the new Hosted Outreach service:

Maes-Y-Cwmmwr Post Office

Maesycwmmwr Community Centre
The Crescent
Maesycwmmwr
Hengoed
CF82 7QF

Opening times

| | |
|-----------------|----------------------|
| Thursday | 11:15 – 13:15 |
|-----------------|----------------------|

Services

A wide range of services will continue to be available. Customers can still collect benefits in cash using our everyday banking services or Post Office card account.

Access and facilities

Access is level at the entrance with a wide door. Internally, there will be a hearing loop and space for a wheelchair.

Transport/parking

Parking is available at the Maesycwmmwr Community Centre car park. There are local buses serving the surrounding area.

Route

This Post Office service is located approximately 550 metres away from the previous branch location, along varied terrain.
