



Dear Customer

Pensarn Post Office®
Previously located at: Marine Road, Pensarn, Abergele, LL22 7PR

We will be proceeding with our proposal to re-open this branch at Premier Convenience Stores, 57 Marine Road, Pensarn, Abergele, LL22 7PS.

We received 8 individual responses from customers and local representatives during the consultation period. Feedback welcomed the restoration of Post Office service in Pensarn and ease of access the new branch would provide.

I am therefore confident that re-opening Pensarn Post Office at Premier Convenience store, is the correct course of action to take.

The new branch at Premier Convenience Stores, 57 Marine Road, Pensarn, Abergele, LL22 7PS will open at 13:00 on Wednesday 25 April 2018. If there are any unforeseen schedule changes which mean these dates change, posters will be displayed in branch to let customers know.

Further details of the new service are provided at the end of this letter.




You can also find a copy of this letter on our website at 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 499614

Thank you for considering our proposal.

Yours faithfully

Sarah Cottrell
Network Operations Area Manager

How to contact us:

-  postofficeviews.co.uk
-  comments@postoffice.co.uk
-  FREEPOST Your Comments

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 in branch, or by contacting us or 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.

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.

Details of the new service:

Pensarn Post Office

Premier Convenience Store
57 Marine Road
Pensarn
Abergele
LL22 7PS

Opening times

Monday	06:30 – 22:00
Tuesday	06:30 – 22:00
Wednesday	06:30 – 22:00
Thursday	06:30 – 22:00
Friday	06:30 – 22:00
Saturday	06:30 – 22:00
Sunday	07:00 – 22:00

Services

The same range of services will continue to be available.

Access and facilities

The new premises has a wide door and level access at the entrance.

Transport/parking

Roadside parking is available nearby.

Route

This Post Office service is located approximately 150 metres away from the previous branch, along level terrain.
