



Dear Customer

**Rhydargaeau Post Office®**  
**Rhydargaeau, Carmarthen, SA32 7DR**

**Branch Temporary Closure**

We are writing to inform you that, regrettably, following the resignation of the postmaster the above branch will be closing temporarily on Friday 10 August 2018.

I would like to assure you that 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.

Future provision will reflect customer numbers and usage and we may take the opportunity to establish an alternative type of service. This may be an outreach service where a postmaster from a nearby branch offers the facility with hours of opening set to reflect the likely number of customers who will use the service.

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 sincerely

*Jeremy Kiff*

**Jeremy Kiff**  
**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://postoffice.co.uk/privacy)

***The Principles of Community Engagement 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 these Principles are available on [postofficeviews.co.uk](http://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:**

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### **Carmarthen Post Office**

WHSmith  
7/8 Guildhall Square  
Carmarthen  
SA31 1PN

### **Services**

The same range of services will continue to be available with the addition of comprehensive range of Travel Money, Passport Check & Send and On Demand Travel Insurance but excluding National Lottery.

### **Access and facilities**

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

### **Transport/parking**

There are a number of car parks in the town centre. There is a regular bus service available between Rhydargaeau branch and this Post Office service. The nearest bus stop is 140 metres away.

### **Route**

This Post Office service is located approximately 4.5 miles away from Rhydargaeau branch, along varied terrain.

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### **Gwyddgrug Post Office**

Windy Corner Garage  
Pencader  
Carmarthen  
SA39 9HP

### **Services**

The same range of services will continue to be available excluding Car tax.

### **Access and facilities**

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

### **Transport/parking**

There is a car park outside the branch. There is a regular bus service available between Rhydargaeau branch and this Post Office service. The nearest bus stop is 340 metres away.

### **Route**

This Post Office service is located approximately 4.5 miles away from Rhydargaeau branch, along varied terrain.

### **Opening times**

Monday	07:00 – 21:00
Tuesday	07:00 – 21:00
Wednesday	07:00 – 21:00
Thursday	07:00 – 21:00
Friday	07:00 – 21:00
Saturday	08:00 – 20:00
Sunday	09:00 – 17:00

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**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.**