



Dear Customer

**Seaview Post Office® branch  
Dobsons, 4 Pier Road, Seaview, Isle of Wight, PO34 5BL**

**Decision – re-opening at new premises & branch modernisation**

We will be proceeding with our proposal to re-open the above Post Office branch at Seaview Pharmacy, Pier Road, Seaview, Isle of Wight, PO34 5BL, where it will operate as one of our new local style Post Office branches.

We received a number of comments from customers during the consultation period, all in support of our plans, as the community welcomed the restoration of Post Office services to Seaview.

I have carried out a final review of our original proposal and the feedback received during the local public consultation period. I was pleased to learn of the support for the move and we are also delighted that this branch is part of the modernisation plans for our network, offering Post Office services that will meet customer needs whilst helping to provide long term viability and future sustainability. We already have over 3000 branches offering Post Office services in this new way and customer and operator feedback has been very encouraging.

Staff will be fully trained in Post Office transactions and staffing levels will be aligned to meet customer demand. We will also be working closely with the new operator to make sure an appropriate level of privacy is provided for Post Office customers and that staff are fully aware of the need to respect customer confidentiality. Similarly with security, as with any other branch in our network there will be strict guidelines and measures put in place to safeguard customers, staff and the cash and stock entrusted to the operator's care.

The new local style Post Office will operate from a Post Office serving point, located at the shop counter, enabling customers to carry out a wide range of Post Office products and services alongside retail transactions. The Post Office transactions through the local style branch are designed to be quick and efficient to operate to enable fast and effective customer service - the transactions are automated making the service easy for customers and operators and helping to alleviate queuing. This does mean that a very small number of transactions that are more time consuming, complex or paper based, won't be offered at the new branch. However I can confirm that the majority of Post Office products and services will continue to be available following the change.

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

I have carefully considered our original proposal and the feedback received during the local public consultation and I am confident that the new branch is suitably located and that this new way of offering Post Office services will continue to meet customer needs, whilst helping to provide long term viability and future sustainability for Post Office service provision in the local community.

The branch will open at Seaview Pharmacy, Pier Road, on Friday 11 May 2018 at 14:15.

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 will be asked to enter the code for this branch: 090935.

Thank you for considering our proposal.


Yours faithfully


*Michael Brennan*


**Michael Brennan**  
**Network Operations Area Manager**

**How to contact us:**

 [postofficeviews.co.uk](http://postofficeviews.co.uk)

 [comments@postoffice.co.uk](mailto:comments@postoffice.co.uk)

 Customer Helpline: 03457 22 33 44  
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.



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](http://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 03457 22 33 44 or Textphone 03457 22 33 55.**

<b>Seaview Post Office information sheet</b>															
<b>Address</b>	Seaview Pharmacy Pier Road Seaview Isle of Wight PO34 5BL														
<b>Opening hours</b>	<table> <tr> <td>Mon</td><td>09:00 – 13:00 14:15 – 17:30</td></tr> <tr> <td>Tue</td><td>09:00 – 13:00 14:15 – 17:30</td></tr> <tr> <td>Wed</td><td>09:00 – 13:00 14:15 – 17:30</td></tr> <tr> <td>Thu</td><td>09:00 – 13:00 14:15 – 17:30</td></tr> <tr> <td>Fri</td><td>09:00 – 13:00 14:15 – 17:30</td></tr> <tr> <td>Sat</td><td>09:00 – 12:45</td></tr> <tr> <td>Sun</td><td>Closed</td></tr> </table>	Mon	09:00 – 13:00 14:15 – 17:30	Tue	09:00 – 13:00 14:15 – 17:30	Wed	09:00 – 13:00 14:15 – 17:30	Thu	09:00 – 13:00 14:15 – 17:30	Fri	09:00 – 13:00 14:15 – 17:30	Sat	09:00 – 12:45	Sun	Closed
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Sun	Closed														
<b>Distance</b>	Approximately 25 metres away from the former branch, along level 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 style="text-align: center;"><b>Access and facilities</b></p> <p>The new premises has a step and a wide door at the entrance, and there are plans for a bell, a handrail, and a portable ramp. Internally there will be a hearing loop and space for a wheelchair.</p> <p style="text-align: center;"><b>Parking</b></p> <p>Roadside parking is available outside the branch on the opposite side of the road, and a large car park is available within 100 metres.</p>														
<b>Retail</b>	Pharmacy														

## Seaview Post Office® services available

**Your Postmaster or our Customer Helpline on 03457 223344 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)**

	New branch
<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	✓
Personal & Business Banking cash withdrawals, deposits & balance enquiries using a card. Also enveloped cheque deposits and barcoded deposit slips.	✓
Postal orders	✓
Moneygram	✓
Change giving	✓
<b>Bill payments</b>	
Automated bill payments (card or barcoded)	✓
Key recharging	✓
Transcash (without barcode)	✓
<b>Driving</b>	
Car tax	✗
<b>Licences</b>	
Rod fishing licences	✓
<b>Travel</b>	
On demand travel money	✓
Travel insurance referral	✓
On demand travel insurance	✗
Passport Check & Send	✗
Mobile Top-ups & E vouchers	✓
National Lottery Terminal	✗
<b>Payment by cheque</b>	✓
<p>Products marked ✗ are available at <b>Ryde</b> Post Office, 47-48 Union Street, Ryde, Isle of Wight, PO33 2LF.</p> <p>Opening times: Mon – Sun 06:00 – 23:00</p>	