



Dear Customer,

I am pleased to let you know that in collaboration with our retail partner, TGJones, we will be trialling a new Post Office branch at 17-21 Sinclair Street, Helensburgh, G84 8SR which is due to open in April – May 2026.

At Post Office we are committed to ensuring our network continues to develop and expand to meet evolving customer needs whilst strengthening its commercial sustainability. One of the ways we're doing this is by trialling additional new branches to help meet the rising customer demand in the parcels and cash services markets that would otherwise be filled by our competitors. We believe providing new branches or more Post Office access points could make a real difference and by measuring demand during the trial, we can make sure we're opening branches where they're genuinely needed and can provide long-term value to the local community.

The service will be one of our local style branches with a low-screened, open-plan Post Office service point carefully integrated into the retail counter. Customers will be able to carry out a wide range of Post Office transactions alongside retail purchases. The new service will offer long opening hours, with the Post Office opening hours in line with the retail business. Details of the opening hours and the key services that will be available are provided on the next page.

Once we have finalised our plans, update posters, with a confirmed opening date, will be displayed in store to let customers know. Please feel free to share this information with others who may be interested to hear about the new service.

We're carrying out this notification in line with our Principles of Community Engagement. An extract relating to Notification is available at the end of this letter.

We hope that you and the local community will continue to support the Post Office branches in your area.

Yours faithfully,

Pete Marsh

Pete Marsh
Director of Retail Operations

How to contact us:

comments@postoffice.co.uk

postofficeviews.co.uk

FREEPOST Your Comments

The latest available branch information, can be found on our website
www.postoffice.co.uk/branch-finder

Opening times	
Mon - Sat	09:00 – 17:30
Sun	11:00 – 16:00

For additional information about service availability call 03457 223344.
 For details of maximum value of transactions, please speak to the branch operator.

We sell Royal Mail and Parcelforce Worldwide services.
 Postage services from other companies are also available in selected branches.

<u>Services available</u>	
Everyday Personal & Business Banking	
<u>Cash Withdrawals</u>	✓
<u>Cash Deposits</u>	✓
<u>Cheque Deposits</u>	✓
Mails	
<u>Drop & Go</u>	✓
<u>Parcelforce Express Services</u>	✓
<u>DPD - Buy in branch</u>	Subject to agreement with carrier provider
<u>DPD - Drop off and collections</u>	
Pay Bills & Top Up	
<u>Pay Bills and Top up</u>	✓
Travel	
<u>Travel Money Card</u>	✓

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.

Principles of Community Engagement on changes to the Post Office network (extract)

A full version of this document is available on our Consultation Hub - postofficeviews.co.uk

We are committed to engaging and supporting our customers and their representatives as we make changes to the Post Office network. The following Principles will be adopted when communicating about changes to your local Post Office branch.

We will **Notify** - where we are informing customers of changes around:

- Opening hours
- Unplanned closure¹/ planned service interruption
- Re-opening of a closed branch in the same site
- Opening a new branch unrelated to a previous closure
- Location used by a Mobile Post Office within a community
- Franchising of a Directly Managed branch in its existing site where there are no changes to access to the Post Office serving point

We will display a poster in branch (or nearby if appropriate) to notify customers of the above changes, aiming to provide four weeks' notice. Four weeks' notice may not be possible for an unplanned change, and in these instances, we will provide notice as soon as we are able to. For closures we will include details of the nearest alternative Post Offices and our customer helpline/textphone.

We notify locally elected representatives including but are not restricted to the Member of Parliament, Scottish Parliament, Welsh Parliament, or Northern Ireland Assembly, Local Authority Chief Executive, Ward Councillors, Parish or Community Council, selected charities, local Citizens Advice, Age UK, Northern Ireland's Disability Action and Northern Ireland's Rural Community Network. They are also encouraged to share all information additionally with local groups and organisations who they believe have an active interest in changes to their local Post Office.

These Principles have been agreed with Citizens Advice, Consumer Scotland and the General Consumer Council for Northern Ireland, the independent statutory consumer advocacy bodies.

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 advocacy body (Citizens Advice, Consumer Scotland, or the Consumer Council for Northern Ireland) if you're not satisfied with our response. The consumer advocacy body will independently assess whether we have followed the Principles of Community Engagement process (rather than the decision itself) and recommend any actions with respect to the complaint.

Postofficeviews.co.uk

Comments@postoffice.co.uk

FREEPOST Your Comments

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¹Where the closure is unplanned, the service provision in the area will be reviewed based on current usage, modelling and availability of any suitable replacement or alternative service model. A commercial decision will be made if to actively seek to replace the closed service and will not be subject to public consultation.