17 July 2017

Dear Sir/Madam

**The Wrythe Post Office®**

**18 Green Wrythe Lane, Carshalton, SM5 2DW**

**Changes to The Wrythe Post Office®**

# Earlier this year we asked you for your views about our plans to change the above Post Office to one of our new-style local branches.

# Our plans are now finalised and your new-look Post Office opened at the current location on Friday 6 July 2018 at 13:00.

# To make this change happen, the branch did close for refurbishment on Wednesday 20 June 2018 at 17:30.

Customers will now benefit from a newly modernised Post Office service and the same opening hours.

I’ve also enclosed an information leaflet which outlines the main comments we received on our plans and our response to these. This leaflet is available in branch and posters are also being displayed to let customers know about the change.

A copy of our final plans for this branch is published on our website at [postofficeviews.co.uk](http://www.postofficeviews.co.uk/). When entering the website you can use the search function to view our plans by entering branch name, postcode or the unique branch code: **163013**

If you have a QR scanner on your phone, just scan here to go straight to the site:

Thank you for your time taken.

Yours sincerely

**Samantha Coe**

**Samantha Coe**

**Area Network Change Manager**

If you have any questions about this change, please contact us using one of the following ways:

 FREEPOST Your Comments

 **(This is the full address to use.**

 **No further address or name details are required)**

 Customer Helpline: 03452 66 01 15
Textphone: 03457 22 33 55

 postofficeviews.co.uk

 comments@postoffice.co.uk

**To get this information in larger print, audio or braille, please contact the Customer Helpline on 03452 66 01 15 or Textphone 03457 22 33 55.**

**The Wrythe Post Office® is changing**

We recently asked your views on some key areas about our plans to change your Post Office to one of our new-look local branches. Although we received no comments about the possible changes, we have now reviewed and finalised our plans for the change to your branch. A summary of some of the main changes for you are provided below.

**Your Post Office**

You’ll be glad to know that most of what you like about your branch won’t change. Your existing Operator is keen to provide the same high standard of service as is currently received and will be trained to the same high Post Office standards.

**The changes to your branch**

The existing Post Office Counter will be replaced with two of our new style serving positions. You will not notice any other differences and can continue to use the new style counter for most of your products and services.

**Your new opening hours**

We already have over 2000 branches offering Post Office services in this new way. Feedback from customer satisfaction surveys supports that customers particularly like the longer opening hours the local style branch offers. This means that customers can choose to visit their local branch at times that suit their lifestyle better, whether this be first thing in the morning, during the day, or later in the evening, which also helps to spread customer visits throughout the day.

**The availability of Post Office products and services**

I am pleased to let you know that we are enhancing the range of products which will be available at the new branch and customers will still be able to transact manual banking, Transcash, and Royal Mail and Parcelforce Worldwide International Parcel Services. Additionally cheques will continue to be accepted as a method of payment.

During the closure period you can continue to access Post Office services at **Carshalton** Post Office 29 Beacon Grove, High Street, SM5 3BA.

**Accessing alternative branches during the refurbishment**

We’ve been working with the Operator to keep the refurbishment closure to a minimum and a poster is displayed in branch with details of the nearest alternative branches you can use. We’re sorry for any inconvenience caused to you during this period.

Please look at the poster displayed in branch for more details about the change.

**How to contact us:**

 postofficeviews.co.uk

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 FREEPOST Your Comments

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code scanner on your

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