



## **Tobermore Post Office® is changing**

We recently asked for 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 new-look Post Office opened at the current location on 23 November 2018. Please accept our apologies for the late notification in this instance.

### **Your Post Office**

You'll be glad to know that most of what you like about your branch has not changed. Your existing Operator is keen to provide the same high standard of service as was previously received and will be trained to the same high Post Office standards.

### **The changes to your branch**

The new style Post Office is operating from an open plan counter, located at the retail till, enabling customers to carry out a wide range of Post Office products and services alongside retail transactions.

### **Your new opening hours**

Customers can now benefit from longer opening hours:

Monday – Saturday 07:00 – 23:00

Sunday 08:00 – 23:00

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**

The new-style local format is a simpler operating model than a traditional style Post Office. It is designed to handle products and services that are automated meaning that customers can be served quickly and efficiently and transactions processed more quickly. You may need to go to an alternative Post Office for a small number of transactions which are more complex or manual, paper based transactions, like Parcelforce Worldwide International Parcels. But the majority of services are still available, including the acceptance of Royal Mail international letters, parcels up to 2kg and printed papers up to 5kg.

The small number of services that are no longer be available at Tobermore Post Office will continue to be offered at Maghera Post Office.

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