



Dear Customer

Truro Post Office®
9-9A Pydar Street, Truro, TR1 2AX
Changes to your branch

We recently asked your views on some key areas of our plans to franchise Truro Post Office. In total we received 14 responses.

Thank you to everyone who took the time to let us have their comments and provide information. All the feedback we received helped us to better understand the views of customers and their representatives and this was taken into account, along with all other relevant factors, in finalising our plans.

After careful consideration of the feedback received, we are confident that the new branch will continue to meet customer needs and deliver an excellent service, whilst securing the long-term viability of Post Office services in Truro.

A summary of the key issues raised and our response to each key issue is enclosed, along with an information sheet providing further details about the branch.

The branch will remain at its current location, but to enable us to make the necessary changes to the branch, it will be necessary for it to close at 17:30 on Monday 18 February 2019 and reopen at 09:00 on Wednesday 20 February 2019.

During the transfer of the branch, customers requiring Post Office facilities may use any convenient Post Office service. Details of two nearby alternative Post Office branches are provided below for your information:

- Trelander Post Office, 4 The Quadrant, Trelander, Truro, TR1 1FX
- Threemilestone Post Office, Hugus Road, Threemilestone, Truro, TR3 6GD

For this short period of closure, for customers requiring DVLA Photocard Driving Licence renewal and Security Industry Authority (SIA) licence application services the nearest branch is: Redruth Post Office, 61 Fore Street, Redruth, TR15 2AA, approximately 8.9 miles away. For customers requiring Biometric Enrolment for the Home Office services, the nearest branch is: Plymouth Post Office, 73-85 New George Street, PL1 1RP approximately 47 miles away.

I am confident that our customers in Truro will continue to receive a high standard of customer service in the years ahead.

You can also find a copy of this letter on our website at postofficeviews.co.uk.

Yours faithfully

Roger Gale
Network & Sales Director
Post Office Limited

Key points raised:

- Staffing and customer service
- Accessing the Post Office within the store

Responses to Key points:

WHSmith already successfully operate over 130 Post Office branches and have satisfied us that they are equally as committed to delivering excellent customer service as we are. Any person employed to work in Truro Post Office will be trained to the highest Post Office standards and the branch will receive on-going training on products and services, as well as general operational and service related matters. The same range of products and services will continue to be available and SSKs will continue to be supported by staff on the customer side of the branch.

WHSmith High Street Ltd will ensure there are sufficiently wide, clear aisles and there is adequate space for Post office customers, including wheelchair users, so they can easily access the Post office area.

Truro Post Office information sheet															
Address	WHSmith 9 – 9A Pydar Street Truro TR12AX														
Opening hours	<table><tr><td>Mon</td><td>09:00 – 17:30</td></tr><tr><td>Tue</td><td>09:00 – 17:30</td></tr><tr><td>Wed</td><td>09:00 – 17:30</td></tr><tr><td>Thu</td><td>09:00 – 17:30</td></tr><tr><td>Fri</td><td>09:00 – 17:30</td></tr><tr><td>Sat</td><td>09:00 – 17:30</td></tr><tr><td>Sun</td><td>10:00 – 14:00</td></tr></table>	Mon	09:00 – 17:30	Tue	09:00 – 17:30	Wed	09:00 – 17:30	Thu	09:00 – 17:30	Fri	09:00 – 17:30	Sat	09:00 – 17:30	Sun	10:00 – 14:00
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Sun	10:00 – 14:00														
Products & Services	A wide range of services would still be available at the branch.														
Serving positions	There are five serving positions in total, made up of one screened and four open plan. The total number of serving positions has been based on current and future predicted business levels.														
Additional facilities	Four self-service kiosks for mails transactions including home shopping returns, E Top-Ups, and a range of bill payments.														
Access & facilities	There are two entrances into the WHSmith store with access via a slight incline with an automatic door at one of the entrances. The Post Office area is located to the rear of the premises. Low level serving counters, a low level writing desk and hearing loops are available.														
Retail	Cards and Stationery														
Date of temporary closure and re-opening	Closed from 17:30 on Monday 18 February 2019, Re-opening at 09:00 on Wednesday 20 February 2019.														

To get this information in a different format, for example, in larger print, audio or braille please call 03452 66 01 15 or Textphone 03457 22 33 55.