



Dear Customer,

Whitley Street Post Office®
69-71 Whitley Street, Reading, RG2 0EG

Branch Temporary Closure

I am writing to advise you that, for operational reasons, the above branch closed temporarily on Monday 11 June 2018. I am sorry for the late notification of the closure on this particular occasion.

I can assure you that we are working to resume Post Office services at Whitley Street and I would like to apologise for any inconvenience this temporary closure may cause locally. In the interim, we hope that our customers will continue to use the Post Office and full details of alternative services in the area are shown at the end of this letter.

We're handling this change in line with our Code of Practice which sets out how we communicate and explain changes to the Post Office network. You can find more information about the Code below.

I would like to thank you for your patience at this time. I will ensure that you are kept advised of developments in due course.

Yours faithfully

Simon Grant

Simon Grant
Area Network Change Manager

How to contact us:

comments@postoffice.co.uk
FREEPOST Your Comments
www.postofficeviews.co.uk

Post Office Limited is committed to protecting your privacy, information about how we do this can be found on our website at www.postoffice.co.uk/privacy

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 on our website at: 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.

Alternative branches:**Northumberland Avenue****Post Office**

234 Northumberland Avenue
Reading
RG2 7QA

Services

The same range of services will continue to be available with the addition of Car tax, National Lottery, Comprehensive range of Travel Money and On Demand Travel Insurance.

Access and facilities

This branch has a wide door and level access at the entrance.

Transport/parking

Time restricted roadside parking is available outside the branch. There is a frequent bus service available between Whitley Street branch and this Post Office service. The nearest bus stop is approximately 180 metres away.

Route

This Post Office service is located approximately 1 mile away from Whitley Street branch, along varied terrain.

Opening times

Monday	07:00-21:00
Tuesday	07:00-21:00
Wednesday	07:00-21:00
Thursday	07:00-21:00
Friday	07:00-21:00
Saturday	07:00-21:00
Sunday	07:00-21:00

Broad Street Mall Post Office

123 Broad Street Mall
First Floor
Reading
RG1 7QA

Services

The same range of services will continue to be available with the addition of Car tax, Comprehensive range of Travel Money, Passport Check & Send and On Demand Travel Insurance.

Access and facilities

This branch has a wide door and level access at the entrance.

Transport/parking

The mall has a pay and display car park. There is a frequent bus service available between Whitley Street branch and this Post Office service. The nearest bus stop is approximately 70 metres away.

Route

This Post Office service is located approximately 0.8 miles away from Whitley Street branch, along varied terrain.

Opening times

Monday	09:00-17:30
Tuesday	09:00-17:30
Wednesday	09:00-17:30
Thursday	09:00-17:30
Friday	09:00-17:30
Saturday	09:00-17:30
Sunday	11:00-16:00

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