

Date: 28 January 2019 at 13:50

Subject: Post Office - Case Ref: CAS-485913-F7Z6S4 CRM:0032300118

Dear Mr Wilson ,

Ref: CAS-485913-F7Z6S4

Thank you for your recent email about the Patrington Post Office.

I'm sorry that you've been inconvenienced by the closure of this branch. The provision of Post Office services to our customers in your community is important to us, and I'm really sorry we weren't able to provide any advance warning of this closure.

I can confirm that this branch has been closed on a temporary basis due to circumstances outside of Post Office Ltd's control. We can't disclose any further details about the closure as this information is private and confidential, and I'm unable to confirm when the branch will re-open.

We are fully aware of the importance the Post Office has for the customers who depend on us, and I want to assure you that we remain committed to ensuring essential services remain accessible for customers in your community.

Our Area Management Team are aware of the situation at this branch, and are working hard to identify a solution for the short-term and long-term future of Post Office services in this area.

I can appreciate the inconvenience and frustration this closure may have caused yourself and the local community, and in the meantime I'd advise that you use Post Office services at an alternative branch.

You can use our Branch Finder to find your nearest alternative branch and the services that they offer. Just head over to <http://www.postoffice.co.uk/branch-finder> and enter your address or postcode.

Once again, please accept my apologies for the temporary closure of this branch and any concern caused. If we can be of any further assistance please don't hesitate to get back in touch with us again by replying to this email or emailing us at customercare@postoffice.co.uk directly.

Kind Regards,

Jane Hardwick

Customer Service Advisor