



Dear Sir/Madam

Otterbourne Post Office®
Williams Garage, Main Road, Otterbourne, Winchester, SO21 2EE

Changes to Otterbourne Post Office®

There's an exciting programme of investment and transformation taking place across the Post Office network, helping to make our branches more modern and convenient for you and for the Postmasters who run them. We've been talking to the Postmaster and new operator of Otterbourne Post Office about changing to one of our new-style local branches.

To make this change happen, the branch will undergo major refurbishment, including an extension of the current premises and will need to close on Wednesday 30 August 2017. Due to the complex nature of the works it is envisaged that the shop will not re-open until Tuesday 3 October 2017 when it will be known as Otterbourne Foodmarket.

The Post Office will re-open later on Monday 16 October 2017 and customers may choose to use any convenient branch although the following branches will be happy to provide customers with Post Office services during this temporary closure period. Should these dates change, posters will be displayed in branch to let customers know.

- Fryern Hill Post Office, 6-7 Fryern Arcade, Winchester Road, Chandlers Ford, Eastleigh, SO53 2DP
- Twyford Post Office, High Street, Twyford, SO21 1NH

When the new branch opens, customers will benefit from a newly modernised Post Office service:

- Post Office services would be offered from a low-screened, open plan style service point, integrated into the retail counter
- The branch would be open for longer:
Mon – Sat 07:00 – 22:00 & Sun 08:00 – 22:00.
(Current opening times are: Mon - Fri 09:00 – 17:30 & Sat 09:00 – 12:30)
- Customers will still be able to get most of the Post Office products and services you're used to however for a small number of services you may need to visit an alternative Post Office, go on-line or, telephone our customer helpline. Details of product availability are provided overleaf

In line with our Code of Practice, we would always aim to give customers at least two weeks' notice of any changes to the branch and I would like to offer my sincere apologies that this has not happened on this occasion. However shortly after the new look branch has reopened we will be asking customers their views regarding the changes that have been made to Otterbourne branch.

Thank you for your time taken.

Yours faithfully

Annete Thomas

**Annete Thomas
Area Manager**

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



comments@postoffice.co.uk



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

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.

Otterbourne Post Office® services available

Your Postmaster or our Customer Helpline on 03452 66 01 15 will be happy to help you with any queries about product availability or provide you with details of maximum value of transactions. Customers can also shop online at www.postoffice.co.uk

	Current branch	New branch
Mail		
First & Second Class mail	✓	✓
Stamps, stamp books (1 st class 6 & 12 only, 2 nd class 12 only)	✓	✓
Special stamps (Christmas issue only) & postage labels	✓	✓
Signed For	✓	✓
Special Delivery	✓	✓
Home shopping returns	✓	✓
Inland small, medium & large parcels	✓	✓
Express & contract parcels	✓	✓
British Forces Mail (BFPO)	✓	✓
International letters & postcards (inc. signed for & Airsure)	✓	✓
International parcels up to 2kg & printed papers up to 5kg	✓	✓
Parcelforce Worldwide International parcels	✓	✓
Articles for the blind (inland & international)	✓	✓
Royal Mail redirection service	✓	✓
Local Collect	✓	✓
Drop & Go	✓	✓
Withdrawals, deposits and payments		
Post Office Card Account	✓	✓
All personal and business banking cash withdrawals, deposits, balance enquiries & enveloped cheque deposits (card, barcoded or manual).	✓	✓
Postal orders	✓	✓
Moneygram	✓	✓
Change giving	✓	✓
Bill payments		
Bill payments (card, barcoded or manual)	✓	✓
Key recharging	✓	✓
Transcash (without barcode)	✓	✓
Licences		
Rod fishing licences	✓	✓
Travel		
Pre-order travel money	✓	✓
On demand travel money	Euros	Euros
Travel insurance referral	✓	✓
Mobile Top-ups & E vouchers		
Mobile Top-ups & E vouchers	✓	✓
National Lottery Terminal	✓	✓
Payment by cheque		
Other Products are available at Fryern Hill Post Office, 6 – 7 Fryern Arcade, Winchester Road, Chandlers Ford, Eastleigh, SO53 2DP And at Twyford Post Office, High Street, Twyford, Winchester, SO21 1NH	Opening times for Fryern Hill Post Office: Mon – Fri 09:00 – 17:30 Sat 09:00 – 14:30 Opening times for Twyford Post Office: Mon – Sun 07:00 – 19:00	