



Ms Janet Finch-Saunders AM - Assembly Member for Aberconwy

3 January 2017

Dear Ms Finch-Saunders

Betws Y Coed Post Office®
Betws Y Coed, Holyhead Road, Betws Y Coed, LL24 0AA

Changes to Betws Y Coed Post Office®

We recently asked you for your views about our plans to change the above Post Office to one of our new-style local branches.

Our plans are now finalised and your new-look Post Office is scheduled to open at the current location on Monday 6th February 2017 at 13:00.

To make this change happen, the branch will need to close for refurbishment on Saturday 21st January 2017 at 12:30 however the following branches will be happy to provide customers with Post Office services during this period. Should these dates change, posters will be displayed in branch to let customers know.

- Llanrwst Post Office, Ancaster Square, Llanrwst, LL26 0LD
- Trefriw Post Office, Trefriw, LL27 0JJ

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

Monday – Sunday 08:00 – 22:00

I've also enclosed an information leaflet which outlines the main comments we received on our plans and our response to these. This leaflet is available in branch and posters are also being displayed to let customers know about the change.

A copy of our final plans for this branch is published on our website at www.postofficeviews.co.uk. When entering the website you will be asked to enter the code for this branch: 42561499

If you have a QR scanner on your phone, just scan here to go straight to the site:



Thank you for your time taken.

Yours sincerely

Sue Whittall
Area Manager

Alternative branches:

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Betws Y Coed Post Office® is changing

We recently asked your views on some key areas about our plans to change your Post Office to one of our new-look **local** branches. We received **1** submission about the possible changes and we've now finalised our plans for the change to your branch. While it's not possible to respond to each individual issue raised, a summary of the main comments we received is provided below.

We asked why you use this Post Office and what you like about it.

You did not make any comments about why you use this Post Office and what you like about it.

You'll be glad to know that most of what you like about your branch won't change. Your new Operator is keen to provide the same high standard of service as is currently received. 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.

We asked for your comments about the changes to the branch.

You did not make any comments about the changes to the branch.

The new style Post Office will operate 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.

We asked for your comments about any changes to the opening hours.

You did not make any comments about any changes to the opening hours.

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.

We asked for your comments about how you will access the Post Office products and services that will no longer be available at the branch if the change goes ahead.

You did not make any comments about how you will access the Post Office products and services that will no longer be available at the branch if the change goes ahead.

I am pleased to let you know that we are enhancing the range of products which will be available at the new branch and customers will still be able to transact manual banking, Transcash, and Royal Mail and Parcelforce Worldwide International Parcel Services. Additionally cheques will continue to be accepted as a method of payment.

During the closure period you can continue to access Post Office services at Llanrwst Post Office.

We asked for your comments about the potential closure period during the refurbishment or access to other branches in the area.

You said.....you would like the potential closure period to be delayed to until the end of the holiday season.

We recognise that even a short term closure will be inconvenient, for which we apologise. However we've been working with the Operator to keep the closure to a minimum and we will ensure that the nearest alternative branches are displayed and publicised. We've also given you 2 weeks' notice of the closure period, so you have time to make necessary alternative arrangements.

We'd like to thank all those who took the opportunity to let us have their views about the changes.

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



postofficeviews.co.uk



FREEPOST Your Comments
**(This is the full address to use.
No further address or name details are required)**



comments@postoffice.co.uk



Customer Helpline: 03457 22 33 44
Textphone: 03457 22 33 55

To get this information in larger print, audio or braille, please contact the Customer Helpline on 03457 22 33 44 or Textphone 03457 22 33 55.