



Dear Customer

At the Post Office we are continually looking to refresh our network and ensure we meet our customer needs. I'm therefore pleased to let you know that we are planning to open a new Post Office in your area in Norms Corner Shops, 251 Main Street, Thornton, Coalville, LE67 1AJ on Wednesday 05 June at 13:00.

The service will be one of our local style branches with a low-screened, open-plan Post Office service point carefully integrated into the retail counter. Customers will be able to carry out a wide range of Post Office transactions alongside retail purchases. The new service will offer long opening hours, with the Post Office opening hours in line with the retail business.

Details of the opening hours and the key products and services that will be available are provided overleaf. Please feel free to share this information with others who may be interested to hear about the new service. If there are any unforeseen changes which mean these dates change, posters will be displayed in store to let customers know.

We're carrying out this notification in line with our Principles of Community Engagement. A copy is available at the end of this letter.

We hope that you and the local community will support the Post Office network in your area.

Yours faithfully

*Nicola Cowper*

**Nicola Cowper**  
**Local Relationship Manager**

How to contact us:

[comments@postoffice.co.uk](mailto:comments@postoffice.co.uk)

[postofficeviews.co.uk](http://postofficeviews.co.uk)

FREEPOST Your Comments

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

**Post Office opening times & services available**

Mon – Fri 08:00 – 19:30  
Sat 08:00 – 16:00  
Sun 08:00 – 12:00

**Mail**

First & Second Class mail  
Stamps, stamp books (1st class 6 & 12 only, 2nd 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  
Articles for the blind (inland & international)  
Royal Mail redirection service  
Local Collect  
Drop & Go

**Withdrawals, deposits and payments**

Post Office Card Account  
Personal & Business Banking cash withdrawals, deposits & balance enquiries using a card. Also enveloped cheque deposits and barcoded deposit slips.  
Postal orders  
Moneygram

**Bill payments**

Automated bill payments (card or barcoded)  
Key recharging

**Travel**

Pre-order travel money  
Travel insurance referral

Mobile Top-ups & E vouchers

**Cheques are NOT accepted as a method of payment**

**For information about product availability call 03457 223344. For details of maximum value of transactions, please speak to the operator. Customers can also shop online at [www.postoffice.co.uk](http://www.postoffice.co.uk)**