



Branch Secretaries' Circular

18 January 2018
Volume 4

Dear Branch Secretary

BRANCH REFRESH ISSUES

If you have received any calls from members about issues with the roll out of branch refresh please can you let us have the details.

We have had a number of calls, letters and emails in to Shoreham about such issues and we are starting to see some common problems, these include missed appointments, engineers showing up without the full kit required and incorrect installation.

We want to get a full picture of the issues subpostmasters are facing with branch refresh so that we can effectively lobby Post Office Ltd.

Please can you send details of all branch refresh related issues you have received to sharon.merryweather@nfsp.org.uk, providing us with the name and postcode of the branch, name of the subpostmaster, FAD code, the date the issue started and a brief description of the issue.

Please send all issues, not just those which fit into the common trends outlined above.

Please continue to deal with these issues on the subpostmasters' behalf in the normal way, we are collating information in order to lobby at a collective level and will not be acting on individual cases sent to us.

If an individual case requires escalation send that in separately in the normal way.

Yours sincerely

LYNN ECCLES

Director of Communications and Strategy