



8th January 2014

Mrs N Sahota
Allesley Post Office
129 Birmingham Road
Allesley
Coventry
CV5 9BB

Dear Mrs Sahota

Re One For All Gift card

I am sorry to hear about the response you received from the helpline. Our AP team have taken on board your case and will endeavour to recover these funds.

There are no circumstances where you should be spoken to rudely when calling the helpline. It does appear as though the required process to resolve this problem type is not held on the "Knowledgebase" that advisors refer to when dealing with the range of queries raised by branches.

I will ask the relevant product team to review the instructions available to helpline advisors so hopefully the next branch with a problem of this type has a better experience.

I hope we are able to recover these funds for you.

Yours sincerely

GRO

Andy Winn
Relationship Manager
Finance Service centre
1 Future Walk
Chesterfield

www.postoffice.co.uk

Cc.Branch Support Team

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Andrew Winn

From: Jane E Smith
Sent: 03 January 2014 16:18
To: Andrew Winn
Subject: RE: Allesley 153205 Gift card

We'll sort it

Just gone on remedy and it tells the advisor to re-categorise the call as x y z , but z doesn't exist anymore – so I guess the advisors are just making it up.

J

Jane Smith | AP Enquiry Team Leader, Finance Service Centre

④ 1st Floor, West Block 1 Future Walk, Chesterfield S49 1PF
①
② jane.e.smith

POST
OFFICE

From: Andrew Winn
Sent: 03 January 2014 14:28
To: Jane E Smith
Cc: Dawn L Colclough
Subject: Allesley 153205 Gift card

Hi Jane

Got this one in. The bits she has not told me is that the reversal was not reversed on the day and that the gift card has been cut in half. What can we do? Why are NBSC just directing this to me? It sounds fairly bau.

Ta

Andy Winn Relationship Manager

④ Finance Service Centre, 1 Future Walk, Chesterfield
S49 1 PF
Desk
① Mobile
② andrew.winn

POST
OFFICE

To,

Allesley Post Office

Relationship Manager

1532057

31-12-13.

Ref: H23318636

I put on a Gift Card for £70 in error (seventy pounds)

No: 48442615 8794 8522

I was unable to reverse the entry,

I was told to phone Gift Card one 4 all

by Supervisor Ibbam first + then write to relationship Manager

I phoned One4all Gift Card spoke to Breeda who said

they can do it, Helpdesk need to send a voucher to them

Phoned Helpdesk H18227608

They told me to write to relationship Manager.

Thanks, N. Salim

GRO

In all the years I have phoned Helpdesk,
I have never been told to do all this, and
Spoke to rudely, and told it is a loss to your
office, Can't do anything!

I hope this matter can be resolved.