



Transaction Correction Disputes Team
Post Office Ltd
1 Future Walk
Chesterfield
S49 1PF
GRO

Recipient name
Address line 1
Address line 2
Town/City
Postcode

Your reference: _____
Our reference: CAS-2862415-S4K2K4

09 August 2024

Dear

PRODUCT – AMOUNT

I am writing to you, to update you on your recent dispute of the Transaction Correction, which is listed above.

I have finished looking into this for you and this is what our investigation has shown.

ENTER INVESTIGATION DETAILS

Given the information above I believe that Post Office was correct to issue the Transaction Correction in this case.

While your dispute was being investigated, we have not contacted you about the balance on your account, so we now encourage you to make contact with the Postmaster Account Support Team on **GRO** to discuss this.

Remember we're here to help, so if there is anything that you don't understand or don't agree with, please get in touch by calling me on **GRO** or emailing disputeteam@**GRO**

Yours sincerely

SIGNATURE

Angela Lobley
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disputeteam@**GRO**
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