



Postmaster Account Support
No. 1 Future Walk
Chesterfield
S49 1PF
Telephone:
Mon to Fri 9:00am - 5:00pm

DATE

THIS IS NOT A DEMAND FOR PAYMENT

Private and Confidential

Name
Address

Branch Code: XXXXXX
Customer Account: XXXXXXXX

Dear XXXXXXXXXXXX,

Discrepancy for XXXXbranch nameXXX Post Office® branch

I've previously written to you to see if we can help you resolve a discrepancy of £xxxx which you have asked us to review. We enclosed a statement which we believe is an accurate reflection of your account with Post Office.

Please get in touch with us by calling my team on . We'll start by giving you more information about the entries on your statement and should you require further help and support we'll make sure that this is made available to you.

Investigating the discrepancy

If you decide to investigate the discrepancy further yourself, please remember that we publish updates about known Horizon and transaction issues. These can be found on Branch Hub under, 'Help and support'.

If you don't understand the reason for this discrepancy, we can help you to establish the likely cause of it.

Please follow either of the options below, depending on whether we believe it is a Branch Discrepancy or a Transaction Correction.

a. Investigating or disputing a branch discrepancy

Your Branch Support Centre, on , can help you to investigate further to identify how the discrepancy happened.

If, between us, we can't agree on the reason why this discrepancy happened, your Branch Support Centre will be able to raise a dispute for you.

b. Investigating or disputing a transaction correction

When you received your transaction correction, the team that sent it will have provided you with their telephone number. If you have a query about the transaction correction, please contact that number.

If you have already done this, and wish to dispute the transaction correction, the Transaction Corrections Disputes Team will be able to help. Please contact them at disputesteam or call them on .

Accepting the discrepancy

If, however, you understand and accept the discrepancy, please contact my team on or at postmasteraccount to discuss the best course of action for you:

- arranging payment, or a refund, of the amount;

- arranging a deduction from your remuneration/fees to cover the amount;
- arranging an instalment plan.

Remember, we're here to help. Contacting us as soon as possible makes it much easier for us to support you with your discrepancy, so please get in touch as soon as you can, and ideally within the next seven days.

Yours sincerely,

Susan Burke

Postmaster Account Support Manager

Post Office Ltd