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Post Office Facts and Figures

Our role and reach

- The Post Office has provided vital services at the heart of communities across the UK for around 370 years. There are around 11,500 Post Office branches across the UK, 98% of these are run with retail partners on an agency or franchise basis. 99.7% of the population live within 3 miles of a Post Office and nearly 93% live within 1 mile. Along with a significant online business, we are the biggest retail network in the UK, with more branches than all the banks and building societies combined
- Publicly owned following separation from Royal Mail in 2012, Post Office has modernised 7,700 branches, with over 200,000 extra opening hours. Thousands of Post Offices now open early in the morning until late in the evening, with around 4,000 branches open on Sundays, making Post Office services more accessible and convenient
- The Post Office continues to evolve and adapt to meet the ever-changing demands of customers. In the last few years, as part of a modernisation and investment programme, more than 200 communities now have a brand new Post Office branch. In 2018, Post Office also acquired Payzone's bill payment business, providing customers with around 25,000 Payzone and Post Office locations to pay their bills
- 95% of the population say they use Post Office at least once a year and more than 850m customer transactions are undertaken every year
- In 2011/12, the Post Office was making a loss of £120 million. In 2017/18, Post Office turned a growing profit for the second consecutive year, and further reduced our reliance on taxpayer subsidy
- As a commercial business the Post Office is driven also by its social purpose. As the hub of many towns and villages across the UK it understands the important role the local Post Office branch plays within communities, especially for older and more vulnerable members of society
- For many, the Post Office remains an important source of their customers' social interaction as well as providing important access to their essential needs. Postmasters up and down the country offer more than just a range of services - in many cases they are integral to their local community, making a meaningful impact to society within their towns and villages

Our Services

- Post Office offers over 170 different products and services, spanning financial services including savings, loans, insurance and mortgages; as well as Government services;

broadband and home phone; foreign currency; travel insurance; LocalCollect, Drop and Go mail services and much more

- It's the UK's largest contactless payment network with over 30,000 terminals
- Millions of bill payments from council tax payments to electricity and phone are made at Post Office branches every year. In addition, Everyday Banking services mean customers are able to access their usual High St bank account at any Post Office branch, meaning that both personal and business banking customers can withdraw cash, deposit cash and cheques, check their balance and get change at their nearby Post Office. There are more than 100m banking transactions a year

- Post Office has provided savings accounts to customers across the UK for over 150 years and also supplies travel currency to more people across the UK than any other provider
- Mail services offered at Post Office branches help deliver cards and presents to and from millions of consumers each year, and support the nation's booming online shopping industry. Drop & Go mail services for thousands of business and e-tailers allow them to simply drop off their parcels and we make sure they are ready and priced for posting