



Post Office Limited
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London
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Kelly Tolhurst MP
Parliamentary Under Secretary of State
Department for Business, Energy and Industrial Strategy
1 Victoria Street
London
SW1H 0ET

28 June 2019

Dear Kelly,

Thank you so much for your very kind letter of 19th.

Congratulations on your performance at the Select Committee. I think your care for Post Offices shines through and I now feel conflicted about the reshuffle that may follow a change of Prime Minister: you deserve a promotion but I hope you retain Post Office in your remit. I hugely appreciate your support and challenge and look forward to your attendance at the Board if you can make it.

Thank you for the time on Monday on the GLO. I know that some of our former General Counsel's focus on the legal niceties made it feel last year as though we were not sharing information. You have my personal assurance that we will share whatever you want and need. I can confirm that I am very happy to have both Tom and Richard, or whoever your nominee is, on the Board sub-committee and that we would be happy to meet with Nigel Boardman as diaries allow.

On POCA, I have received the attached letter from Guy Opperman. It doesn't provide any direct comfort over our concerns although our sense behind the scenes is that they are more open to working with us. We will of course continue to develop and advocate solutions that can be positive for customers, Postmasters, ourselves and the Government. In the meantime, nonetheless, I think it quite possible that this will develop into a campaigning issue for Postmasters. I will respond more broadly to the letter shortly.

On Identity I am reviewing a letter to John Manzoni which I will share in draft with Tom and Carl.

We are working on both the Postmaster pay review and the review of the communication of the franchise process, as discussed and will revert to you before we finalise either.

Finally, we have some embargoed news on trading that I would appreciate you keeping confidential. Firstly, we have won the British Gas contract for bill payments exclusively for 5 years which will be very welcome for Postmasters and which will make our network even more attractive to retailers. As soon as we can talk about it in public we will let you know.

Secondly, and again confidentially, the last of the 28 banks, Barclays, has agreed to sign up to Banking Framework 2 but, uniquely, to remove the 'cash withdrawal' service from their customers through Post Offices. This news confirms that we will make substantially more money in the next couple of years, supporting our Postmaster pay ambitions and our commercial sustainability. We are also considering how Barclays' customers' inability to withdraw cash from Post Offices should best be communicated to those customers to see if Barclays can be persuaded to change its mind. I will obviously share this thinking with you and see if you would like to contribute to the debate.

Yours sincerely,

A rectangular box containing the letters "GRO" in a bold, sans-serif font. The box has a dashed border.

Al Cameron
Interim Chief Executive