



STRICTLY PRIVATE & CONFIDENTIAL

«Proposed_New_Operator_Salutation»
«Proposed_New_Operator_First_Name»
«Full_company_name_of_operator_Name_of_P»
«New_Operator_Mailing_Address_Line_1»
«New_Operator_Mailing_Address_Line_2»
«New_Operator_Mailing_Address_Line_3»
«New_Operator_Mailing_Address_Line_4»
«New_Operator_Mailing_Address_Line_5»
«New_Operator_Mailing_Address_Postcode»

Date

09 August 2024

Postmaster Onboarding
Post Office Limited
Atria
Spa Road
Bolton
BL1 4AG

Dear «Proposed_New_Operator_Salutation» «Proposed_New_Operator_Last_Name»

Welcome to the Agreement Completion part of your postmaster onboarding journey.

The information below is important and will help you understand the relevant documents you have received and what you need to do with them.

- We advise you take independent legal advice before signing the relevant documents and returning them to us.
- We recommend you keep copies of everything you return to us.

If you have any questions about any of the documents or what you need to do with them – please call us on or contact us by email at postmaster.onboarding@.

Important Information

If you would like to accept the appointment to operate a Main branch at the new/existing branch premises, you should read and check all the relevant documents listed below, and complete and sign those noted for signature and return them to us by «PAK_Return_Date».

- By signing and returning the relevant documents to us, you will be making us a legal offer to enter into the Main Post Office Agreement.
- Post Office will then sign the relevant documents, enabling a legally enforceable conditional Agreement between us.
- Copies of the fully signed documents will be sent to you, which you should keep in a safe place.

This legally enforceable Agreement will be a conditional Agreement only, as your appointment is subject to the following conditions:

- the existing postmaster resigning from their position on a conditional basis, and
- you obtain a valid property interest in the premises (as defined in the Standard Conditions (document listed below)).



This means that it will not become fully effective unless and until Post Office Limited confirms to you in writing that the conditions above have been satisfied. If the conditions are met, we will also notify you of the opening date for your Main Post Office branch.

Please note:

If you cannot meet any of the terms of the Agreement which need to be complied with before the start date (including any Conditions of Appointment set out in Appendix 2 of the Preface), the start date may be altered by Post Office Limited.

Relevant Documents:

When checking the relevant documents, if any of the details relating to you, your business and/or the branch premises are not correct, please contact us immediately by phone or email as noted above.

Please do not make any changes to any of the relevant documents.

Please note who is required to sign the relevant documents:

As a **Sole Trader** – Person who has been appointed to operate the branch.

As a **Partnership** – Two Partners

As a **Limited Company** – If there are two or more Company Directors then two Company Directors or One Company Director and the Company Secretary must sign.

The following documents listed below form part of your Agreement with Post Office Limited to operate the branch:

Preface and Appendices.

Preface: – this contains branch and operator specific contractual information.

What you need to do:

- Please read and check the Preface.
- Please sign and return both copies.
 - by post to: Postmaster Onboarding, Post Office Limited, Atria, Spa Road, Bolton BL1 4AG
 - or by email to: postmaster.onboarding@GRO

Appendices:

Appendix 1: outlines the 'Equipment' required to operate the branch, with details of who will provide this, who is responsible for the maintenance and what must be returned to Post Office at the end of the Agreement.

What you need to do:

- Please read, check, and keep this Appendix for future reference.

Appendix 2: outlines the 'Conditions of Appointment' with details of generic and specific conditions that must be satisfied before the Start Date. Referred to as Part A and B in the Preface.

What you need to do:

- Please read, check, and keep this Appendix for future reference.
- Ensure that all conditions are complied with by the noted date.



Appendix 3: Plan of the Branch Premises. This will only be included if applicable.

Appendix 4: outlines the 'Works at the Branch Premises' with details of what work is required, who will be responsible for arranging each of the works, and what you will need to pay for.

What you need to do:

- Please read, check, and keep this Appendix for future reference.
- Do not start any fit out works at the branch until we have sent you one copy of the Preface signed by Post Office Limited and confirmed in writing that the works can begin.
- Please note that Post Office Limited cannot be responsible for any costs incurred if you begin fit out works before receiving confirmation from Post Office Limited that works could begin.
- Adhere to the timescales for completing these works- this will be notified to you when the conditions in the Agreement have been satisfied.
- Please note that if no date is specified in our notice, the works should be completed at least 24 hours before the start date.

Appendix 5: ATM Agreement - this is the terms and conditions specific to operating an ATM at the Branch premises. This document will only be enclosed and need actioning if there is an ATM at the branch.

What you need to do:

- Please read and check the ATM Agreement
- Please complete, sign, and return both copies.
 - by post to: Postmaster Onboarding, Post Office Limited, Atria, Spa Road, Bolton BL1 4AG
 - or by email to: postmaster.onboarding@postoffice.co.uk

Appendix 6: Mailwork Requirements Manual - this is information required to operate the Mailwork element of your Post Office branch.

What you need to do:

- Please read and keep this document for future reference.

Other Documents that form a part of the Agreement:

Standard Conditions for the Operation of a Main Post Office Branch - this contains all standard conditions applicable to operate a Main Post Office Branch

What you need to do:

- Please read and keep this document for future reference.

The Manual - The Operations Manual, this document provides you with information relating to Post Office Limited's requirements and support you may require for operating a Main Post Office Branch. The Security Operations Manual, this document sets out information required to maintain good security practices that will help reduce the risk of crime.

What you need to do:

- Please read and keep these documents for future reference.

The Fees Booklet - This booklet will provide you with the up-to-date fees you will receive for the transactions and services you perform on behalf of Post Office Limited.

What you need to do:

- Please read and keep this document for future reference.

Yours faithfully



Support Advisor

Postmaster Onboarding