
From: Neil Hayward [GRO]
Sent: Sun 10/05/2015 9:35:05 AM (UTC)
To: Mark R Davies [GRO]
Cc: Paula Vennells [GRO]; Mike Granville [GRO]; Nick Beal [GRO]
Subject: Re: Media coverage for The Post Office: The Post Office, 10052015 (05:46)

Thanks Mark. I accept your advice. And will assume positive intent from George. If I learn anything tonight I'll let you know.

Regards

Neil

Sent from my iPad

On 10 May 2015, at 09:32, "Mark R Davies" <[GRO]> wrote:

All

Just to echo my email just sent, I don't think the Fed have spoken to them. He has been directed to the Fed's annual report. There are no quotes from George or anyone and if anything the piece is pretty balanced.

Our media relationships with George and team are very good at present - he has been tipping us off, privately, about people sniffing around Horizon and I genuinely don't see this as coming from him. I think it is an indirect result of the Horizon issue and is briefed by CWU postmasters.

So my view is that we should not assume that George is behind this.

Mark

Mark Davies
Communications and Corporate Affairs Director

[GRO]

On 10 May 2015, at 09:27, Neil Hayward <[GRO]> wrote:

Thanks Paula.

I'm with George tonight and I've read the article. I don't see any reason why it has appeared or why they needed to say anything in public right now.

I don't think it's helpful at all and unless Mark or Nick you would advise differently I shall be saying so at dinner this evening. At the very least at a sensitive time politically I would have expected some advance warning that NFSP intended to make a comment.

Regards

Neil

Sent from my iPhone

On 10 May 2015, at 06:50, Paula Vennells <[redacted] GRO >
wrote:

Hi Mark,

I'll need some lines on this for the conference tomorrow and we may more generally for the media? Can you send me the transcript of the whole article pls, as I can't get a connection through to Precise.

Without seeing all of it, it's the £75k figure that stands out. Can I have an explanation/ justification - to the public that will read like an expensive handout. Not helpful with a new minister on the way. And potentially irresponsible from the Fed.

And do you think you could get hold of the release? Difficult to know without reading all of it, if it's helpful or not. The £75k isn't. They have raised the cliff, which could be either. The figures feel overstated.

We are about to sign a grant agreement, where they are seen as a professional partner and no longer pandering to their traditional members. The tone of this release is important in that context.

Thanks Paula

Sent from my iPhone

Begin forwarded message:

From: Precise <[redacted] GRO >
Date: 10 May 2015 05:46:33 BST
To: <PreciseMediaEL@[redacted] GRO >
Subject: Media coverage for The Post Office: The Post Office, 10052015 (05:46)

THE POST OFFICE - 10/05/2015

Media Platform and mobile access
mediaplatformplus.precise.co.uk

ALL COVERAGE[All Articles](#)**POST OFFICE - NATIONALS**[All Articles](#)**MORTGAGES***The Observer, 10/05/2015, p.50, Unattributed*

The Post office appears in a mortgage best buy table

[Article](#)**sub-postmasters in £75,000 payout amid shake-up***The Sunday Telegraph, 10/05/2015, p.2, Roland Gribben*

MORE than 1,000 sub-postmasters have quit with compensation averaging £75,000 a head as the Post Office pushes ahead with an extensive reorganisation programme to make the business more competitive without state aid. The National Federation of Sub-Postmasters (NFSP) told The Sunday Telegraph this weekend that thousands more are planning to follow in a shake-up that will accelerate the rapid change under way. An image makeover and for many a new home are part of what is described as the biggest transformation in the history of the few remaining state-owned businesses.

[Article](#)**Stag do that's not too...deer***The Sun, 10/05/2015, p.40, Unattributed*

STAG and hen parties looking for cheap booze are best advised to venture to the cities of Eastern Europe. Out of ten of the most popular cities for pre-wedding breaks, there was no beating Hungarian capital Budapest for affordable booze, research by the Post Office's Travel Money service found. Next easiest on the wallet was Czech Republic capital Prague, followed by Latvian capital Riga.

[Article](#)**MORTGAGE BEST BUYS***The Mail on Sunday, 10/05/2015, p.101, Unattributed*

The Post office appears in a mortgage best buy table

[Article](#)**Co-op Bank launches lowest 2-year mortgage fix in history - but is it the best deal?***Moneysupermarket.com (Web), 09/05/2015, Read More About Melanie*

As you can see, at borrowing of £150,000, the cheapest from these comparable two-year fixes, is NOT the deal with the lowest rate. It's Tesco Bank's mortgage which comes with a 1.59% rate but a pretty negligible fee of £195. Post Office: Deposit: 40%. Rate: 1.78%. Fee: £0. Total cost over 2 years: £14,856.

[Article](#) | [Link](#)**Sub-postmasters in #75,000 payout amid shake-up***Yahoo! UK and Ireland (Web), 09/05/2015, Unattributed*

More than 1,000 sub-postmasters have quit as the Post Office pushes ahead with an extensive reorganisation programme to make the business more competitive without state aid

[Article](#) | [Link](#)**Sub-postmasters in #75,000 payout amid shake-up***Telegraph (Web), 09/05/2015, Roland Gribben*

More than 1,000 sub-postmasters have quit with compensation averaging £75,000 a head as the Post Office pushes ahead with an extensive reorganisation programme to make the business more competitive without state aid. The National Federation of Sub-Postmasters (NFSP) told the Telegraph that thousands more are planning to follow in a shake-up that will accelerate the rapid change under way. Waitrose, Tesco, McColl's, the Co-op and WH Smith are among supermarket groups and high street chains now providing room for local sub-post offices and offering longer opening hours.

[Article](#) | [Link](#)**NETWORK TRANSFORMATION**[All Articles](#)**Heathfield Post Office 'handled disgracefully'***Sussex Express (Uckfield), 08/05/2015, p.3, Susan King*

Anger is mounting at the apparent failure of the powers that be to re-open Heathfield's Post Office. The office closed unexpectedly on April 1 with no explanation. An employee of Salisbury's, (Post Office head leaseholder, which is opposite the Post Office in Station Road,) told the Express: "We have all been told the Post Office operators had debts and auditors came in to close it. No-one knows what is supposed to happen next."

[Article](#)

MORE TIME GIVEN TO BUY STORE

Cumberland News (City), 01/05/2015, p.10, Unattributed

Hallbankgate Hub Limited has been set up and has four months to raise about £100,000 to secure the future of the village shop, which currently employs five staff and houses a library link and the village post office.

[Article](#)

Post Office set to move but stationer stays

Royal Borough Observer, 08/05/2015, p.30, Unattributed

Eton Post Office seems set to move to the new Budgens store due to open in High Street this summer. A six-week consultation period has been started by the Post Office to get public reaction to the plan. Moving to the new Budgens will enable the Post Office to be open seven days a week between 7am and 10pm (5pm on Sunday) as opposed to the current six days a week from 9am to 5.30pm (12.30pm on Saturday).

[Article](#)

Post Office 'under threat'

Peeblesshire News, 08/05/2015, p.3, Unattributed

A BORDERS Post Office is under threat as townfolk are being driven away by the abysmal service, community councillors were warned this week. The Village Store in Innerleithen was recently the subject of a raid by Home Office immigration officers who arrested two men on suspicion of working in the UK illegally. Complaints have been made about slow service, unhelpful staff and a lack of privacy for customers as the Post Office area, it was claimed, is not properly separated from other parts of the shop.

[Article](#)

Village post office set for refurbishment

Cumberland News (City), 01/05/2015, p.10, Unattributed

Haltwhistle's Post Office is to be refurbished in the hope that modern upgrades will get a stamp of approval from customers and will close next week for nine working days while the work takes place. The Post Office, on Main Street, will close next week for nine working days while the work takes place. The store, which closes at 5.30pm on Thursday, will have a new layout and two modern screen counters when it reopens. The modernisation is part of the largest investment programme in the history of the Post Office and aims to secure services for the future.

[Article](#)

Emerson's Armagh

Ulster Grocer, 01/04/2015, p.12, Unattributed

Emerson's supermarket in the hub of Armagh city centre has had a £2m refurbishment with a variety of additions, namely the addition of Uluru Bar & Grill and also the relocation of the city's Post Office. The new open-plan Post Office has four counter positions, one modern screened counter and two open-plan positions. There is also a Post Office terminal by the shop's retail till, which will enable customers to benefit from services during Emerson's opening hours.

[Article](#)

POST OFFICE: Warning to Sutton Bridge

Spalding Guardian (Web), 09/05/2015, Unattributed

Letter: I read with interest the item on page 15 of last week's Guardian and would like to warn the residents of Sutton Bridge that the information provided by the Post Office may not be correct. Here in Pinchbeck we received similar information about longer opening times, including Sunday, of the Post Office if/when it was moved from a stand alone post office into the Mace shop. The opening times quoted were those of the shop BUT the post office section is not, and never has kept those times.

[Article](#) | [Link](#)

Eton Post Office set to move but stationer stays

Local Berkshire (Web), 09/05/2015, Unattributed

ETON Post Office seems set to move from its present site to the new Budgens store due to open in High Street this summer. A six-week consultation period has been started by the Post Office to get public reaction to the plan. Moving to the new Budgens will enable the Post Office to be open seven days a week between 7am and 10pm (5pm on Sunday). The Post Office service will be offered from a till on the main retail counter in a modern open plan setting.

[Article](#) | [Link](#)

Eton Post Office set to move but stationer stays

Windsor and Maidenhead Observer (Web), 09/05/2015, Unattributed

ETON Post Office seems set to move from its present site to the new Budgens store due to open in High Street this summer. A six-week consultation period has been started by the Post Office to get public reaction to the plan. Moving to the new Budgens will enable the Post Office to be open seven days a week between 7am and 10pm (5pm on Sunday). The Post Office service will be offered from a till on the main retail counter in a modern open plan setting.

[Article](#) | [Link](#)

Eton Post Office set to move but stationer stays

Slough and Langley Observer (Web), 09/05/2015, Unattributed

ETON Post Office seems set to move from its present site to the new Budgens store due to open in High Street this summer. A six-week consultation period has been started by the Post Office to get public reaction to the plan. Moving to the new Budgens will enable the Post Office to be open seven days a week between 7am and 10pm (5pm on Sunday). The Post Office service will be offered from a till on the main retail counter in a modern open plan setting.

[Article](#) | [Link](#)

Sandown Post Office To Move

Isle of Wight Radio (Web), 09/05/2015, Matt White

Sandown post office will be re-locating to the town's Spar shop this summer. The Post Office said the new branch in the Albert Street store would offer an additional 58 hours per week, including on Sundays. Will Russell Post Office Regional Manager, said: "This modernisation is part of a major investment programme, the largest in the history of the post office and will secure services for the future."

[Article](#) | [Link](#)

POST OFFICE - REGIONALS

[All Articles](#)

Your pound goes further

Sunday Mercury, 10/05/2015, p.13, Unattributed

ANYONE planning a break to Europe this year will be pleased to hear that their pound will stretch further in a number of resorts, according to results of the latest Post Office Travel Money Holiday Costs Barometer. The report, which measures the average cost of a basket of 10 tourist staples (including evening meals, drinks, sun cream and insect repellent), suggests prices have fallen across the continent, giving a great incentive to take a short-haul holiday.

[Article](#)

Your pound goes further

Wales on Sunday, 10/05/2015, p.15, Unattributed

ANYONE planning a break to Europe this year will be pleased to hear that their pound will stretch further in a number of resorts, according to results of the latest Post Office Travel Money Holiday Costs Barometer. The report, which measures the average cost of a basket of 10 tourist staples (including evening meals, drinks, sun cream and insect repellent), suggests prices have fallen across the continent, giving a great incentive to take a short-haul holiday.

[Article](#)

Bank to close town branch

Hull Daily Mail, 09/05/2015, p.21, Ben Blossie

Yorkshire Bank is to close its only branch in Drifffield. "Customers can still use the post office down the road in Market Place for bank transactions," said a spokesman.

[Article](#)

Be careful to choose a good conveyancer

Darlington And Stockton Times, 08/05/2015, p.46, Unattributed

According to latest figures from Post Office Money and the Centre for Economics and Business Research, in the past ten years the cost of home purchase conveyancing has risen less than the fees charged by estate agents and surveyors.

[Article](#)

HOLIDAY COSTS FALL AS POUND GOES FURTHER

Aberdeen Evening Express, 09/05/2015, p.23, Unattributed

Anyone planning a break to Europe this year will be pleased to hear that their pound will stretch further in a number of resorts, according to results of the latest Post Office Travel Money Holiday Costs Barometer. The biggest year-on-year fall has been in the Algarve (Portugal), where prices have dropped 22% compared to last year.

[Article](#)

Holidays in Europe cost less for Brits

The Bolton News, 09/05/2015, p.26, Sarah Marshall

Anyone planning a break to Europe this year will be pleased to hear that their pound will stretch further in a number of resorts, according to results of the latest Post Office Travel Money Holiday Costs Barometer. The biggest year-on-year fall has been in the Algarve (Portugal), where prices have dropped 22% compared to last year.

[Article](#)

Manage your money monthly

East End Life, 04/05/2015, p.8, Unattributed

THIS year, single people in Tower Hamlets who are claiming Job Seekers Allowance (JSA) and are new claimants, or have a change in circumstance, are beginning to be moved over on to Universal Credit. This will mean some people will be paid most of their benefits in one monthly payment. We think everybody on Universal Credit will need to have a transactional bank, building society or credit union account. If all you have at the moment is a Post Office card account, consider opening a basic or current account.

[Article](#)

Mortgage monitor

The Journal (Newcastle Upon Tyne), 09/05/2015, p.29, Unattributed

This week's best buys include... Remortgage four-year fixed rate Rate: 2.68% (APR 3.8%) Variable rate for remaining term: 3.99% Arrangement fees: £195 Benefits: 75% ltv, low fees & low rate Early repayment charge: none (Post Office)

[Article](#)

Phone problem was very stressful for me

Sidmouth Herald, 08/05/2015, p.10, Unattributed

Letter: My phone was out of action from February 9-19. Callers, including Post Office Telecommunications, which provides my telephone services, could hear it ringing but it did not ring in the house or go to answer phone. I was, at that time, having to arrange serious medical appointments at the RD&E. Customer care at Post Office Telecommunications were most unhelpful. Without warning, the line was restored - no apology except I would not be charged for that period for line rental. Post Office Telecommunications have now written and apologised to me, saying the problem had been resolved. I presume it is over now, but I won't bank on it.

[Article](#)

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War memorial move bid is rejected for a second time

Cambridgeshire Times (Wisbech), 08/05/2015, p.1, Sarah Cliss

The Post Office has failed in its latest attempt to move a memorial containing the names of 13 Wisbech postal workers killed during the two World Wars. Phil Swain from Post Office Ltd first tried in January and was refused and his latest bid has also failed. Graham Nourse, chief planning officer for Fenland Council, said: "The proposal is considered to cause harm to the significance of the Grade II listed Post Office, which would not be justified or outweighed by public benefit."

[Article](#)

West Linton hit by crime wave

GRO

What... should you consider before taking cash from your pension?

Rutland & Stamford Mercury & Citizen, 08/05/2015, p.113, Unattributed

Average moving costs, including stamp duty, estate agent and surveyors' fees and removals came to £11,894 by the end of 2014, according to a study compiled by Post Office Money and the Centre for Economics and Business Research.

[Article](#)

POST OFFICE - TRADE

[All Articles](#)

Franking isn't just for letters

Quick Print Pro, 01/05/2015, p.6, Unattributed

The Local Collect network allows online shoppers to organise deliveries to be sent to a local Post Office for collection in person.

[Article](#)

POST OFFICE - ONLINE & WIRES

[All Articles](#)

Crimestoppers, Post Office renew

Professional Security (Web), 09/05/2015, Unattributed

The crime-reporting charity Crimestoppers, and Post Office Limited, have announced they will continue to work in partnership after several crime-fighting campaigns. Rob King, Senior Security Manager for the Post Office Limited, said: "We are very pleased to be continuing our partnership with Crimestoppers to prevent crime and loss across many parts of the UK. The Post Office is responsible for providing products and services right at the very heart of the community and it is vital that our customers can rely on these services to be maintained."

[Article](#) | [Link](#)

Yorkshire Bank to close Driffield branch

Hull Daily Mail (Web), 09/05/2015, Unattributed

Yorkshire Bank is to close its only branch in Driffield. "Customers can still use the post office down the road in Market Place for bank transactions as well," said a spokesman.

[Article](#) | [Link](#)

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COMPETITORS

[All Articles](#)

BEST BUYS AT A GLANCE

The Sunday Times, 10/05/2015, p.2, Unattributed

Financial best buys

[Article](#)

SAVINGS

The Observer, 10/05/2015, p.50, Unattributed

Savings best buy table

[Article](#)

LENDERS INSIST ON CALLING IN PROFESSIONALS

The Mail on Sunday, 10/05/2015, p.100, Unattributed

A LOAN provider can ruin your hopes of buying a dream home if it comes across the words 'Japanese knotweed' on a surveyor's report. BARCLAYS demands you call in an expert who is a member of the Property Care Association - and who offers a ten-year insurance-backed guarantee against its return if the plant has been discovered within seven metres of the home. NATIONWIDE BUILDING SOCIETY also balks at lending against a home with a garden infested with knotweed - unless you promise to sort it out.

[Article](#)

So many cheap mortgage offers, so many caveats

The Independent On Sunday, 10/05/2015, p.61, Sarah Pennells

There have been a couple of headline-grabbing fixed-rate deals launched recently. For example, the Co-operative Bank is now offering a two-year fix at 1.09 per cent and HSBC has a five-year deal at 1.99 per cent. However, these may not be right for you. For a start, the best rates are often only available on mortgages up to 60 per cent loan to value and there may be high fees (£1,499 with HSBC and Co-op Bank).

[Article](#)

The lowdown on two-year deals

The Mail on Sunday, 10/05/2015, p.95, Neil Simpson

The latest deals include a new two-year fixed rate loan from Co-operative Bank set at just 1.09 per cent until the end of June 2017. Yorkshire Building Society has a similar deal a little higher, set at 1.18 per cent running until the end of July 2017. If you pick a two-year discounted or variable rate deal such as a tracker you can start off paying even less. HSBC has a discounted mortgage charging just 0.99 per cent. If the Bank of England base rate doesn't change, it too will stick at that level until July 2017.

[Article](#)

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