



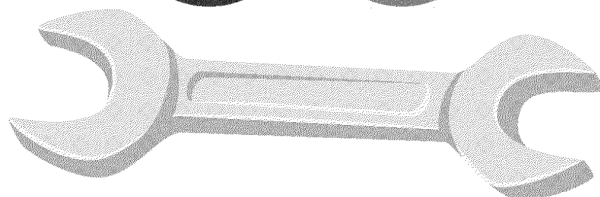
NETWORK UPDATE

Results from the January and February member survey

The remuneration survey is one of the main connectors between the NFSP and its membership. We ask that you complete the surveys as often as possible, as they help the NFSP confidently and accurately share this data when engaging with Post Office Ltd (PO) and beyond.

HORIZON

■ Following the recent Horizon fix PO implemented on the 20 December 2023 to improve system speed, are the connectivity levels in your branch back up to what you would deem normal?



■ If speeds are still slow, is there a particular transaction where it is noticeably slower?

All payments	26%
Banking	37%
Mails	30%
Travel services	7%

NETWORK TRANSFORMATION

■ Regarding the Network Transformation programme 2012-2018, do you feel you were 'persuaded' by PO to convert to one of the new Main or Local models?



■ If so, do you now think this was the wrong decision?



POST OFFICE GOVERNANCE

■ Regarding a change in Post Office governance via the NFSP's proposed Oversight Committee, do you agree there is a need for change in PO governance?



■ Do you agree there is a need for a change in the culture of the PO towards the network?



If you have any questions related to the survey, please contact **Ruth.Buckley-Salmon** **GRO**