



Postmaster Account Support

GRO

Telephone: **GRO**
Mon to Fri 9:00am - 5:00pm

[Date]

Private and Confidential

Name
Address

Branch Code: XXXXXX
Customer Account: XXXXXXXX

Dear XXXXXXXXXXXX,

Discrepancy identified for XXXXbranch nameXXXXXXXXXXXX Post Office® branch

I'm writing to see if we can help you resolve a discrepancy of £xxxx which has been registered on your latest trading statement. Please find enclosed a statement showing the total amount of the discrepancy and a breakdown of how we believe the total has been reached.

Please get in touch with us by calling my team on **GRO**. We'll start by giving you more information about the entries on your statement and should you require further help and support we'll make sure that this is made available to you.

Investigating the discrepancy

If you don't understand the reason for this discrepancy, we can help you to establish the likely cause of it.

Please follow either of the options below, depending on whether we believe it is a Branch Discrepancy or a Transaction Correction.

a) Investigating or disputing a branch discrepancy

Your Branch Support Centre, on **GRO** is best placed to help you to investigate further to identify how the discrepancy happened.

If, between us, we can't agree on the reason why this discrepancy happened, your Branch Support Centre will be able to raise a dispute for you.

b) Investigating or disputing a transaction correction

When you received your transaction correction, the team that sent it will have provided you with their telephone number. If you have a query about the transaction correction, please contact that number.

If you have already done this, and wish to dispute the transaction correction, the Transaction Corrections Disputes Team will be able to help. Please contact them at [disputesteam@GRO](#) or call them on [GRO](#)

Accepting the discrepancy

If, however, you understand and accept the discrepancy, please contact my team on [GRO](#) or at [postmasteraccount@GRO](#) to discuss the best course of action for you:

- arranging payment, or a refund, of the amount;
- arranging a deduction from your remuneration/fees to cover the amount;
- arranging an instalment plan.

Remember, we're here to help. Contacting us as soon as possible makes it much easier for us to support you with your discrepancy, so please get in touch as soon as you can, and ideally within the next seven days.

Yours sincerely,

Name

Postmaster Account Support Manager

Enclosures:

Statement