



Postmaster Account Support
No. 1 Future Walk
Chesterfield
S49 1PF
Telephone: **GRO**
Mon to Fri 9:00am - 5:00pm

[DATE]

Private and Confidential

Name

Address

Branch Code: XXXXXX

Customer Account: XXXXXXXX

Dear [NAME],

Transaction Correction relating to XXXXbranch nameXXXXXXX Post Office® branch

I'm writing to you, as the former postmaster of the above branch, to see if we can help you understand a transaction correction of £xxxx which has been posted to your postmaster account. Please find enclosed a statement showing the total amount of the transaction correction and the supporting information which explains how we believe this came about.

Please get in touch with us by calling my team on **GRO**. Should you require more information about this transaction correction, we'll make enquiries on your behalf.

Investigating or disputing a transaction correction

If, between us, we can't agree on the reason for this transaction correction, and you wish to dispute it, the Transaction Corrections Disputes Team will be able to help.

Please contact them at [disputesteam](#) **GRO** or call them on **GRO**

Accepting the transaction correction

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

- arranging payment, or a refund, of 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,

Michelle Stevens

Postmaster Account Support Manager