



Your Branch Assurance Visit Today

Branch Name	
Branch Code (FAD)	
Date of visit	
Lead Branch Assurance Advisor	

Dear Postmaster or Officer in Charge,

We have visited you today to support your branch with a Branch Assurance visit. The purpose of this is to count and validate the accuracy of your stock, cash, and foreign currency, and to offer you any required support regarding the operational effectiveness of your branch.

During today's visit, my colleague and I undertook a full count of all cash and cash equivalents in the branch and compared the physical count to the figures showing on the Horizon 'Office Snapshot' printed in branch. The findings of today's Branch Assurance Visit show there is a variance of:

Cash	
Stock	
Foreign Currency	
Other	
Total	

I have now updated your branch balances on Horizon to match the physical cash and physical stock counted in branch today. The above variance has now been settled to your central Postmaster account. This stock adjustment has been recorded and is traceable to my ID. Please contact the Branch Support Centre on they are open in the following hours shown on the table to the right of this text, they are also able to assist with complaints.

The Branch Support Centre will assist you in handling this variance. In addition, if you would like further assistance or guidance the National Federation of Subpostmasters offer support to all postmasters, you can contact them on Please note you may be contacted by the Post Office training team to discuss any potential training needs.

I hope you have found this visit useful today. We value your feedback. We would be grateful if you could complete a survey using this link:
<https://ncv.microsoft.com/M5IRfAAgX3> or scanning this QR code. You have the option of keeping any feedback you give anonymous.

Finally, if you need to raise any concerns around wrongdoing or unethical behaviour, these can be done confidentially by calling Speak Up on: or emailing:

Yours sincerely,

Post Office Branch Assurance Team

Branch Support Centre

Operating Hours:

Monday	8am - 6.30pm
Tuesday	8am - 6.30pm
Wednesday	8am - 7.30pm
Thursday	8am - 6.30pm
Friday	8am - 6.30pm
Saturday	8.30am - 4pm
Sunday	9am - 1pm.

QR Code linking to survey

