

MV1 version 3 02102001



Post Office Limited - Message Broadcast Service Emergency Cascade

Important information - Any urgent messages that impact on Horizon in anyway must be fully approved by BSM before submitting this form to the Communication Team. Any urgent operational messages should also be communicated in the next available Counter News where necessary.

Reference number (to be allocated by Communication Team):

Date:

1.

The following characters cannot be used: pound sterling character (£), single quote ('), double quotes ("), bullet points (•), colon (:), brackets ({}), greater than (>) and smaller than (<). Do not use italics, underlining or bold type.

Title (up to 18 characters including space characters) Card Account

Message (up to 1,450 characters including space characters. The Communication Team will insert message reference number, date and, helpline details, which will form part of the message)

MBS xxx - Card Account problem -

All customers will now be able to receive the benefits they are entitled to using the Card Account at Post Office.

Any card account balances that yesterday showed discrepancies have been adjusted overnight.

There may still be some card account balances, which have higher balances than the customer expects. These customers should be advised to only withdraw their entitlement.

In all cases where the customer has a query about their card account balance they must be asked to call the Post Office External Helpline on , and not their Government department.

If you do not understand any part of this message please contact NBSC on and select option 3.

2.

Target outlets for cascade (insert one or more outlet types -BO, CFPO, IFPO, ISPO, MSPO, SO, SPSO - or the words 'All outlets' or supply a list of outlet names and FAD codes for other selection e.g. product specific)

You must ensure the helpline you use is aware this message is being sent and they have

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background information or additional information as appropriate. Relevant helpline e.g. NBSC, HSH or other (for outlets with queries)

Priority (insert 'high' or 'low' meaning, respectively, 'open immediately' or 'open as soon as possible') High

Retention period (10 to 37 days) 10

3.

Contact details

Name: Tim Vause

Title: (insert POL or ICL Pathway after title) Fujitsu Customer Services Manager

Telephone number: GRO

Budget code

2541568