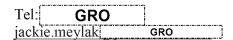
Message					
From:	Paula Vennells Paula Vennells {	GRO			
on behalf of			GRO		
Sent:	09/07/2012 21:33:51	CRO	ì		
To:	Kevin Gilliland [Theresa lles	GRU	j vrk P Davias F	CDC	i. Alana Danna-
CC:	GRO	GRO j; IVI	irk R Davies [	GRO	j; Alana Kenner
Subject:	Re: James Arbuthnot corre	! espondence			
_	onse Kevin. Thanks for k we explain this too.	eeping me in the l	oop and not least b	pecause it gives n	ne better messaging
I've copied	Alana and Mark for info	).			
Theresa, pp	oo and BF for Alice 121/	Oliver Letwin			
Thanks Pau	ıla				
Sent from n	ny iPad				
On 8 Jul 20	012, at 05:55, "Kevin Gil	liland" < <u>[</u>	GRO	> wrote:	
Hi F	Paula,				
FYI	. Please let me know if y	ou require any fur	ther detail of clari	fication.	
Reg	ards,				
K					
Sen	t from my iPhone				
Beg	in forwarded message:				
	From: Jackie Meyla Date: 7 July 2012 10 To: Kevin Gilliland Subject: FW: Jame	0:53:37 GMT+01:	o >	>	
	Hi Kevin - yes sent sent it from your acc	-	vas sitting in my s	ent box - even th	ough I
	Jackie Meylak Personal Assistant to Post Office Ltd	Kevin Gilliland			
	GRO	)			
	Mobile: GRO Mobex: GRO				



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----Original Message----

From: Jackie Meylak On Behalf Of Kevin Gilliland

Sent: 06 July 2012 20:20

To: Alice Perkins Cc: Glenda C Hansen

Subject: RE: James Arbuthnot correspondence

Hi Alice,

I'm sorry we didn't get a chance to discuss this on Wednesday. I've now seen the draft letter and arranged for some suggested changes to be made (please see attached for your approval).

To pick up on your specific points:

The local model works best when it is integrated into an existing retail business such as a convenience store, where customers can access their retail goods and Post Office services at the same time. For this model to be attractive to retailers it is important that Post Office transactions are simple so that staff behind the counter can focus on serving customers quickly and efficiently. To achieve this, transactions need to be automated and require no end of day processing otherwise operators believe this will lead to their staff making errors and losses, (hence why most convenience retailers will no longer accept cheques).

The vast majority of banking transactions are available in our local branches. All automated banking transactions are available (including the Post Office Card Account service which enables customers to withdraw pensions and benefits payments) as well as enveloped cheque deposits for banking customers (which is a service we've recently added to the model).

Manual banking deposits are not available in local branches however these are low in volume (typically less than 2 per day in a local branch). Our main client for manual banking transactions is Santander who have a number of their customers continuing to use the manual transcash service and holding supplies of these 'paying in' forms. Santander recognise the need to automate this transaction and as stocks of forms are gradually depleted, customers will be required to move onto an automated solution.

In addition, the local model does not accept cheques as a method of payment, (for the reasons outlined above) except as payment for DVLA car tax discs (and now enveloped cheque deposits. However, as the banking cheque guarantee card scheme is no longer in operation the number of cheques presented as payment in a typical local will be very low at less than 1 per day.

The roll out of new pin pads across the Post Office estate is expected to be completed by late Autumn and will allow contactless payment to be accepted in all Local branches, further enhancing both the efficiency and customer experience in the local model.

I hope this makes sense but please let me know if it doesn't or you require further information.

Best regards,

Kevin

----Original Message----

From: Alice Perkins [mailto: GRO

Sent: 04 July 2012 08:30 To: Kevin Gilliland

Subject: James Arbuthnot correspondence

Hi Kevin.

I'm not sure whether you are aware that James A has written to me about Odiham in his constituency.

I decided to reply personally for obvious reasons.

I saw a draft reply yesterday which didn't really answer the questions re lack of a facility to do business banking and tax discs. I've asked them to have another go at it but it has left me confused about the locals offer. I thought we had a solution to handling cheques but I was told yesterday that that was only agreed in relation to tax discs, not more generally in relation to business banking.

If we get a minute perhaps we could have a separate word about this this morning?

Thanks Alice

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<ECT 118-12(3) James Arbuthnot MP re Odiham -revised draft for Alice Perkins doc v8 (2) (2).doc>