



Stephen Gilbert MP
House of Commons
LONDON
SW1A 0AA

13 July 2010

Dear Mr Gilbert

I have been asked to reply to you directly on the Parliamentary Question that you recently raised as follows;

'To ask the Secretary of State for Business, Innovation and Skills, what services offered in a Post Office branch are not offered by a Post Office essentials service'

There are a range of products and services offered by Post Office Limited that are available in specified Post Offices only and this is largely driven by client requirements and by the client and Post Office Limited's commercial proposition. Examples of these products and services include Motor Vehicle Licence renewals, Passport check and send services and on-line Lottery.

In the main the most popular and high volume products are offered across the whole of the Post Office network and many of these are also available as part of the Post Office Essentials service. This includes, automated banking services; bill and budget payment schemes, Post Office card account, Postal Orders and postage; inland letters/packets (including Signed For and Special Delivery), inland parcels, international letters/packets.

The exceptions to this, i.e. those services available across the whole of the Post Office network but not offered as part of the Post Office Essentials package are cheque deposits, Moneygram, non automated bill payments and manual cash deposits and withdrawals, Travel Insurance, EHC, Philatelic items, Post Office Financial services, some National Savings & Investments products and Phonecards.

I hope this information is helpful to you.

Yours sincerely

David Smith
Managing Director



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