



Lorely Burt MP
House of Commons
LONDON
SW1A 0AA

Your Ref:
Our Ref:

26 July 2010

Dear Ms Burt

The Secretary of State for Business, Innovation and Skills has referred your recent Parliamentary Questions for a direct response from David Smith, Managing Director of Post Office Limited. David is currently away and has asked me to reply on his behalf.

'To ask the Secretary of State, Department for Business, Innovation and Skills,

(1) how many (a) current account and (b) basic bank account transactions in respect of accounts of high street banks were undertaken over Post Office counters in 2009-10 and

(2) how many (a) balance inquiries and (b) cash withdrawals from high street bank accounts were handled by the Post Office ATM network in 2009-10'

There are currently 30 separate bank and building society accounts, including 17 basic bank accounts, which allow customers to access their cash free-of-charge at their local Post Office branch. This means that more than 60 per cent of UK bank account holders can withdraw their money free of charge at any Post Office branch and with many bank accounts, including some basic bank accounts, customers can also pay in cash and cheques, and get balance enquiries too.

In 2009/10 through our estate of 'free to use' Bank of Ireland ATMs in Post Offices we carried out 89.6m cash withdrawals and 47.7m balance enquiries. In the same period we undertook 47.1m counter transactions for current account customers and 14.7m counter transactions for basic bank account customers of our partner banks.

I hope this information is helpful to you

Yours sincerely

Mike Moores
Finance Director

