



Mr David Gold,
Director of Public Affairs & Policy,
Royal Mail Group,
By Email

30 June 2023

URGENT

Re: Post Offices in Aberconwy

Office of Janet Finch-Saunders MS
29 Madoc Street,
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The Welsh Parliament,
Cardiff Bay,
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Janet.Finch-Saunders@senedd.wales

Dear Director, David,

I hope that this letter finds you well. I am writing with regards to my serious concerns about the future of post offices in Aberconwy.

Please be assured that I am fully aware that the Post Office is a separate organisation to the Royal Mail. However, several residents have highlighted to me that steps taken by your organisation is undermining the viability of post offices. In particular, I have been on your website this morning and come across the following statement: 'Save time and money by buying your postage online.'

Having spoken to individuals working in the sector, I believe that the consequence of such advertising is that many post office users are only going into their local ranch to drop parcels off, not buy stamps. Whilst I appreciate that there is a commission for parcel collection, the post office is losing out on the revenue they could have from selling postage.

The reality is that the future of some post offices in the constituency is now uncertain because takings are falling. Undoubtedly, there are other factors influencing the decline in post office usage, but one is the fact that the Royal Mail seems to be undermining the very stores that contribute significantly to your business.

Given the above, I wonder whether the Royal Mail could consider reviewing its marketing strategy, and actually encouraging customers to buy their postage in post offices.

Kind regards,

Janet Finch-Saunders MS/AS

