

Janet Finch-Saunders MSAS

Aelod Senedd Cymru dros **Aberconwy** Member of the Welsh Parliament for **Aberconwy**



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, Llandudno, LL30 2TL. 01492 871 198 The Welsh Parliament, Cardiff Bay, CF99 1NA. 0300 200 7245 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 is 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

Janet Finch-Saunders MS/AS

This has been paid for by the Senedd Commission from Public Funds. Janet Finch-Saunders will deal with all personal data in accordance with her privacy notice which is available on www.janetfinchsaunders.org.uk/privacy or on request from the office.

Comisiwn y Senedd sydd wedi talu am hyn o arian cyhoeddus. Bydd Janet Finch-Saunders yn delio â'r holl ddata personol yn ôl ei hysbysiad preifatrwydd. Mae hwn ar gael yn ei swyddfa ac yn fan hyn: www.janetfinchsaunders.org.uk/privacy

