



Post Office Coronavirus Update



Post Offices remain open to provide essential services such as access to cash, cheque deposits, bill payments and sending and collecting parcels.

Post Offices have been designated as an essential service by the government and Post Office staff are considered key workers. While some branches are closed due to the impact of the virus, most remain open and we have provided advice on how to keep staff and customers as safe as possible, please follow all instructions in branch and respect social distancing advice. Where a branch is closed, information about the nearest open branch will be displayed in the window.

Post Office Card Account

Post Office Card Account (POCA) services are operating as normal. However, there may be disruption to the branch that you usually use for these services. If your branch is closed, there will be a notice telling you which of your other nearby branches is open.

You can access cash and balance services in-branch or using a Post Office ATM.

If you are concerned about going into a branch, we want to reassure you that we are doing everything necessary to maintain safety in our branches. Alternatively, you can contact our call centre with urgent enquiries on 03457 22 33 44 or nominate someone to be able to use your card. To do the latter, you will need to complete a form. Details of this can be found on the [Post Office Card Account FAQs webpage](#).

Bill Payments

You can access our bill payment services in our Post Office branches and Payzone stores as normal. However, there may be disruption to the branch or store that you'd usually use for these services.

If you normally pay your bills at a Post Office branch that is currently closed, there will be a notice telling you which of your other nearby branches is open. You can also use our [Branch Finder tool](#) before leaving home to find out which nearby branches you can use.

If you usually pay your bills or top-up in a Payzone store, you can use the [Store Locator to find out which retailers are open in your area](#).

Banking services

You can access cash from your bank account using our branches and network of ATMs. We are keeping our branches functioning normally as far as possible, but before going to your local branch, use our [online Branch Finder tool](#) to check that it continues to offer the services you need.

Post Office Money

We're helping our customers during the coronavirus pandemic by offering Mortgage payment breaks and Personal Loan payment breaks of up to 3 months. We also have processes in place for our Savings customers with fixed-term bonds who are experiencing hardship.

Payment breaks will not affect customers' credit files held by Credit Reference Agencies. Call:

Savings 0800 169 7500

Loans 0800 169 2000

Mortgages 0800 169 9722

Credit cards 0345 607 6500 (BOI credit cards starting with 5545 and 5425)

Credit cards 0344 481 0902 (Capital One credit cards starting with 5185)

Branch Finder

Our online branch finder helps you find the nearest open branch providing the service you need - www.postoffice.co.uk/branch-finder

You can also find your nearest three branches by telephone on 03457 22 33 44, chose option 3 then option 6 for general branch details.