

Email from customer to Customer Care

Date: 25.02.2025

[REDACTED]

[REDACTED]

Email:

[REDACTED]

Customer Postcode:

[REDACTED]

Date of Transaction/Visit: 25/2/2025

ATM Location: Mount pleasant

Complaint Topic: ATM did not dispense any cash

Additional Information: Your ATM machine has been glued shut with a seal that I'm unable to open, despite saying that it is successfully dispensed the cash that I requested (£60).

[REDACTED]

Email from Customer Care to customer

Date: 28.02.2025

Dear

[REDACTED]

Just to let you know, we don't have access to individuals' bank accounts. In line with our agreement with our banking partners, we're unable to help customers directly with banking enquiries or complaints received into our Customer Support team.

To get this issue raised and investigated, you'll need to contact your Bank directly. They'll record your details and work with the Post Office to identify any problems and get them resolved.

If you don't have the contact number for your bank, I'll be more than happy to provide this if you just let me know which bank you have an account with.

I hope this information helps. I understand how frustrating this must be for you, and I'm sorry for any inconvenience or concern you may be experiencing.

You can find more information and frequently asked questions about our Everyday Banking services on our [website](#).

Kind Regards,



Post Office Customer Support