

Email from customer to Customer Care

Date: 25.02.2025

[REDACTED]

[REDACTED]

Email: [REDACTED]

Customer Postcode: [REDACTED]

Date of Transaction/Visit: 16/2/2025

ATM Location: Mount Pleasant Post Office

Complaint Topic: ATM did not dispense any cash

Additional Information: I tried to withdraw 80 GBP from the left atm outside of the office and cash was never dispensed. The machine kept asking me to take cash of which there was none. I then attempted to use the right atm and had the exact same issue. It was a total of 160 GBP that was not dispensed.

[REDACTED]

Email from Customer Care to customer

Date: 27.02.2025

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