



Department for Business and Trade

23 May 2023

Dear Minister Hollinrake,

Many thanks for attending the NFSP conference on 15 May, it was most appreciated by the attending Postmasters.

I wanted to highlight an urgent concern that was raised by Post Office Ltd (POL) yesterday, and is pertinent to today's 4pm Westminster Hall debate on Postmaster Remuneration.

POL has made the NFSP aware that the Driver Vehicle Licensing Agency (DVLA) contract is under threat of not being renewed. This would result in all DVLA transactions being withdrawn by the end of next month. Currently POL carries out over 6 million DVLA transactions every year.

As you heard first-hand at conference, remuneration is top priority for Postmasters, with many struggling to keep their offices viable, at a time with ever-increasing outgoings. If the DVLA contract is lost, this will be another significant impact upon remuneration and the viability of the whole network.

In addition, over half the DVLA transactions made over post office counters are paid for in cash, however if the contract is lost the only option will be online payments. As we know, the digitally-excluded and vulnerable in society are the groups most impacted by this lack of offline presence, therefore the NFSP questions if this could result in a breach of the Equality Act 2010, and the government's own policy on access to cash and social inclusion?

The NFSP calls on you to urgently intervene to ensure Postmaster remuneration is not again stripped to the bone.

Yours sincerely,

Calum Greenhow
NFSP, CEO