

3 April 2019

Subject: Your experiences of providing Post Office outreach services in Scotland

Dear subpostmaster,

We are writing to ask for your help with an important research study looking at subpostmasters' experiences of providing Post Office outreach services in Scotland.

The study is being carried out by Ipsos MORI, the independent research organisation, on behalf of Citizens Advice Scotland. As you may know, Citizens Advice Scotland is an organisation that supports people and represents their interests to Government and service providers. This study will help them to understand the issues and challenges involved in providing Post Office outreach services, and how subpostmasters can be better supported to ensure such services are sustainable in the future.

In the research, we will be speaking to subpostmasters across Scotland, and we would very much value the opportunity to obtain your perspective on the topic in question.

What will the study involve?

We would like to speak with you over the phone, at a time convenient for you. The discussion will last no more than an hour, and will be relaxed and informal. **We would give you £30 as a 'thank you' for your time.**

Please be assured that the study is fully anonymous and confidential. The company is bound by the Data Protection Act and strictly adheres to the Market Research Society Code of Conduct. You can access the privacy notice for this study here: <https://assets.ipsos-mori.com/POoutreach/privacy.pdf>.

If you are happy to take part, please call our freephone number 0808 238 5376, or email us on diana.bardsley@ipsos.com. It's really important that we speak to as many subpostmasters as possible in this study, so please do get in touch!

Kind regards,

Diana Bardsley

Ipsos MORI Project Manager