

21 November, 2018

## **Update on Johnsonville, Lower Hutt and Petone postal services**

NZ Post is committed to providing postal services to the wider Wellington community, and having locations that our customers can easily access. We are now looking for local businesses to help us with options to deliver the postal services and bill payment options that are currently available from the Johnsonville, Lower Hutt and Petone NZ Post & Kiwibank branches.

New Zealand Post Head of Retail, Mark Yagmich, says working with local businesses in this way helps us meet our obligations to operate a network of 880 postal outlets.

“We already successfully deliver postal services through local businesses in many communities around the country, and have done for many years, as a way of operating as a commercially sustainable business.

“This model works well for us, and for the businesses we work with, which generally benefit from increased foot traffic as people come in to buy stamps, and drop off their parcels. It’s also good news for our customers, who often enjoy longer opening hours, and more convenient locations.

“Whilst we carry out this search we’d like to reassure our customers that there will be no change to our services for customers who use the Johnsonville, Lower Hutt and Petone NZ Post & Kiwibank branches. They can still access postal services, such as buying postage and sending parcels, and access the box lobbies.”

We will work alongside Kiwibank in keeping our staff, customers and local community informed.

Kiwibank have announced they plan to operate a stand-alone branch in Lower Hutt.

While we acknowledge this will be a change, we’d like to reassure our customers that postal services will continue to be provided to each of these communities.

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