

Post Office - Hardship Payments: Open to independent Postmasters only

Information for Independent Postmasters

Hardship Payments are discretionary and will be based on an analysis of individual financial circumstances but in order to submit an initial application your branch needs to meet the following criteria:

- 1. Not be receiving any fixed remuneration (e.g. Assigned Office Payment, Core Tier Payment, Remote Support Payment etc.)**
- 2. Traded less than 40% of normal trading level (variable remuneration) in May 2020 (June's remuneration) (based upon the averages previously used to calculate remuneration top ups).**
 - Your May 2020 remuneration (April trading period) before any top-up is a good indication of what your percentage may be for May's trading period and bear in mind that we have seen further recovery in this month. If in doubt, you can request your % trading for April (May remuneration) by contacting the support team by email to [REDACTED] or contacting your Area Manager.
 - We will update any estimate in a submission based on final remuneration for June, or you can wait until your June remuneration has been processed before completing a submission with those figures (usually available online 7 days before end of month).
- 3. All available government support and funding has been accessed and requested (and do let us know if you haven't been able to get funding).**
 - Please provide details of any grants or loans received (i.e. Coronavirus Business Interruption Loan Scheme and Coronavirus Bounce Back Loan Scheme), payments made for staff furloughed in June via the Coronavirus Job Retention Scheme and, any Self Employed Income grants via the Self Employment Income Support scheme. Please let us know if you are not eligible for any support and provide details about why you believe you are not eligible.

How to apply

If your branch meets the above criteria and has severe financial issues, please complete this Hardship Payment application form by **Tuesday 30 June** and send your form to [REDACTED]

Further information:

- Any completion of the submission form or calculation does not mean that the branch will qualify for a payment.
- You may be contacted to clarify elements of your submission for example, your April and May financial information in order to assess the overall financial impact so far. Accuracy is crucial and a prompt response to any additional questions which will always be via email.
- The maximum value of any payment will take your current Post Office profit to a value of 80% of the pre Covid-19 Post Office profit (as determined by that submission form only) after taking account of the additional support provided by Government. We won't be able to make hardship payments to support any impact on your retail business. It is important Postmasters take advantage of support available to reduce hardship.

- For Postmasters with more than one branch (excluding any outreaches), we will review across all of their branches. Please complete a separate form for each branch you run.
- For Postmasters who usually maintain outreach services but have suspended or reduced services during this period we will also consider how this has impacted overall revenue and profit of the core branch.
- For the June assessment we will assign one third of the total value of any government cash grants received to that month. The distribution between the retail and Post Office businesses are based on the Post-Covid 19 expenditure summary submitted. Our hardship assessment is focused on the Post Office part of your business only but we do need to understand both sides of your business and the use of staff across both Post Office and retail sides.
- In view of the remuneration top-ups already potentially provided in April and May, on a similar basis we'd allocate the appropriate amount of Government funding to the coming months if additional future support is made available.
- This hardship scheme is self-funded by Post Office Ltd and we won't be able to make or confirm any payments until all applications have been processed and the total financial requirement assessed for affordability.

If you have a question, please contact your Area Manager who will be able to offer advice and support.