



IRELAND'S POSTMASTERS – SUPPORTING COMMUNITIES, SUPPORTING GOVERNMENT



Serving local communities with your support

In July 2022, following extensive cross-party support from members of the Oireachtas, the Irish Government committed to providing essential financial support to Ireland's post office network.

This support recognised the social dividend of a strong network and the important role played by Postmasters in local communities across the country.

The years of the Covid-19 pandemic highlighted the importance of Ireland's post office network in supporting vulnerable members of society. It also provided our members with the opportunity to focus on how we, as a network, could unlock fully our potential to deliver a better tomorrow for the communities we serve.

Our unrivalled network of over 900 post offices enables us to bring communities closer together to connect, grow and prosper. We're proud to be one of the remaining services in the community to provide an in-person service that includes social welfare payments, banking services, bill payments, passport applications.... the list goes on.

Our impact is perhaps best seen in the remarkable way Post Offices have stepped into the void left by the retrenchment of the banking sector in Ireland. This has helped small businesses in our towns and villages and is driving the economies in our communities through monies spent locally.

The funding provided by government, with your support, allows us to look to the future with confidence.

Indeed, 2023 is perhaps the first in a number of years where we have been able to plan for the future with certainty. We continue to transform our businesses, innovating with new products and services to support vibrant and sustainable communities where businesses can flourish, and people can access services within 15 minutes of their front door. One such innovation is the availability of Leap Cards at all post offices across the country. Currently, Postmasters are actively involved in a project to incorporate this system into the Network, which is set to be accomplished by the end of May 2023.

We are proud to serve our communities and we want to play a more active role in delivering government services and ensuring that no one is left behind in the move to digital within our society.

If you would like further information or would like to meet with us to learn more, please don't hesitate to contact myself or our new General Secretary, Tony Howard at 01 677 6863 or info@postmasters.ie

I thank you for your continued support and I encourage you to continue to promote your local post office to your constituents.

Best wishes,

Sean Martin

*President,
Irish Postmasters Union*

Working with Government to deliver more state services

The IPU welcomes the Government's support and willingness to work with IPU members to ensure the network is fit for purpose in the years to come.

Together, we need to think creatively and ambitiously about the future direction of the post office network and secure it for another generation.



Minister Heather Humphreys announces the reinstatement of jobseeker payments at post offices providing support to those in need.

It is critically important that we remain focused on growth opportunities – to do this we must continue to adapt and evolve to support changing customer requirements.

We look forward to working with government towards a renewed commitment to providing more services through the trusted, national Post Office network, ensuring ease of access to government services for Irish citizens and sustainable businesses for postmasters in the future.



Our first meeting with Jack Chambers, Minister of State with special responsibility for Postal Policy.

Introducing Tony Howard, General Secretary



We are pleased to announce the appointment of Tony Howard as General Secretary of the Irish Postmasters' Union.

Tony had a distinguished career with An Garda Síochána for over 40 years, which has given him senior experience at working with government, communities and national agencies.

He is committed to working collaboratively with all stakeholders – Postmasters, communities, government and An Post – to deliver an evolving Post Office Network which can meet the needs of communities long into the future.

He says: "I was drawn to working with Postmasters in order to champion the unique role they deliver in Irish society. There is huge social, economic and citizen value in our Post Office services and we must work together to keep them open and busy."

Tony succeeds Ned O'Hara who has retired from the organisation. We thank Ned for his dedication to Postmasters and the communities we serve, and we wish Ned a long and healthy retirement.

Tony is available to members of the Oireachtas at: telephone 01 6776863 and email tony.howard@postmasters.ie.

Spotlight On....

Margaret Tynan

Postmaster

Urlingford, Kilkenny



I'm a second-generation postmaster. My mother is here 49 years, while I joined 29 years ago.

I've been a Postmaster now for over 15 years. My mother is still working away with me, and she has as much drive in her now as she did 40 years ago.

We're so lucky that we get to serve so many wonderful customers. I love it, it's not work to me, it's something I've always loved from an early age. I've immense pride in the work that we do and the trust that people put in us.

We support a lot of neighbouring small villages that have seen their post offices and banks closed. We're the main banking facility in the area, otherwise our customers would have to travel up to 15-18 miles to Thurles and Kilkenny. It's a considerable distance.

We've taken over the business banking in the area, handling day to day transactions, supplying businesses with coins, currency etc. all their banking needs. Local businesses depend on us now. We serve as a magnet, drawing people into the area, which in turn leads to money being spent in other local businesses.

Once we get someone through the door, be it for banking, social welfare payments etc. then we have a chance to get them back for additional services. We are open six days a week, and meeting and chatting to people is one of the best parts of the job. It's different, we're more than just a service, we build relationships with our customers. Being able to provide them with a bit of our time is so beneficial, customers really value this. That's what it's all about.

People of all generations prefer that face-to-face service, the personal touch. Once they trust you behind the counter, they'll keep coming back. Our customers genuinely appreciate the effort we make to assist them.

The post office is at the heart of every single community, not just in rural Ireland, but in urban areas also. We're an essential service, we'd like to do more much for the communities we serve and provide more key government services.

Ukraine



With a presence in every community throughout the country, the last year has seen us step up time and again to help those most in need in what has been a uniquely challenging year. Since March 2022, our special service for letters and parcels from Ireland to Ukraine has safely delivered 90,000 parcels and letters weighing more than 600 tonnes, all free of charge.

In addition, more than 3,000 An Post Money Current Accounts were provided to Ukrainian refugees fee-free while An Post Mobile issued 15,600 UKR SIM cards with three months' free credit, as well as free calls and texts to the Ukraine for people arriving into Ireland since the Russian invasion.

€1.25m was donated through post offices for the Irish Red Cross and UNICEF Ukraine Support Appeals, for which we waived handling fees, and our Address Point service designed for people who are homeless is also being utilised by those in temporary accommodation until they have a more permanent address.

Turkey and Syria Earthquake Emergency Appeals

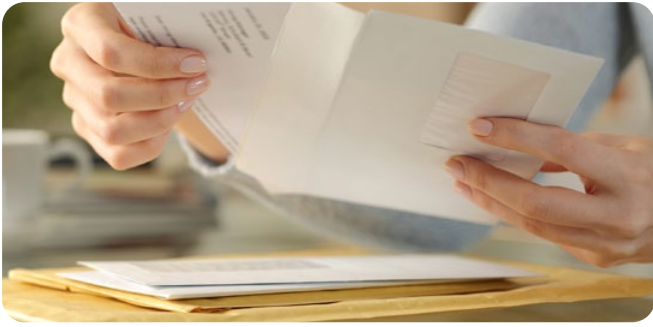


Members of the Irish Postmasters' Union, together with An Post are also assisting the people of Turkey and Syria following the earthquakes that have devastated their countries.

Financial donations for Concern, GOAL, Irish Red Cross, and UNICEF Ireland crisis appeals can still be made at any post office from Monday to Friday and on Saturday mornings.

We have waived the fees normally payable for such transactions so the entirety of donations will go to the customer's preferred charity providing emergency support in the affected areas.

Simply visit your local post office and ask to make a donation at the counter.



Cost-of-living Crisis

The post office network has also played an important role in helping to distribute one-off cost-of-living payments to eligible individuals.

By providing a secure and accessible means of distribution, the post office continues to help to ensure that key social welfare payments reach those who need them most, providing important support during times of financial hardship.

DID YOU KNOW?

Post offices in Ireland provide services to

1.3 million
customers every week

Post office Products and Services



Your local post office offers a wide range of products and services that are designed to cater to the needs of individuals, families, and businesses, and include everything from postal services to financial services and government services.

An Post Money

- ▶ Credit Card (Classic & Flex)
- ▶ Loans
- ▶ Green Loan
- ▶ FX Cash & Currency Card
- ▶ Current Account
- ▶ Money Mate

Mails & Parcels

- ▶ SOAR & Other Stamp Products
- ▶ Packets & Parcels
- ▶ Prepaid Gift Jiffy Bag / Box
- ▶ Advantage Cards

Government Services

- ▶ TV Licence
- ▶ Dog Licence
- ▶ Garda Fines
- ▶ Passport Express

Retail Products

- ▶ Billpay
- ▶ Money Transfers
- ▶ Postal Money Order
- ▶ Western Union Send/Receive
- ▶ Agency Banking Lodgements and Withdrawals (AIB & BOI)
- ▶ An Post Business Cash Lodgements

- ▶ GVS One4all / Chip&Pin / Gaming
- ▶ An Post Mobile SIMs and phones (PO Only)
- ▶ National Lottery
- ▶ Garlanna Products

NTMA

- ▶ Prize Bonds
- ▶ Fixed Term Savings Products
- ▶ Regular Savings Products
- ▶ Deposit Accounts

Welfare

- ▶ Social Welfare Transactions

Irish Postmasters' Union
Pier 19, 6/8 Usher's Island, Dublin 8
Telephone: 01 677 6863
Email: info@postmasters.ie

THE IRISH
POSTMASTERS'
UNION

