

Dear Sonya,

Thank you very much for emailing Steve Rowe about our special opening hours. I work in our Executive team and I am replying on Steve's behalf.

I am grateful to you for writing and sharing your ideas on how we could be supporting some of our most vulnerable customers. The health and wellbeing of our customers and colleagues is our main priority, and our colleagues across the business are working tirelessly to serve our customers, support our colleagues and our communities.

After reading your email, I have been liaising with the right colleagues in the business and I can confirm that the customers you have described in your email, would be able to visit our stores during the special opening hours for our vulnerable customers. You have mentioned that you have a downloadable resource that could be provided to our store colleagues, but if it helped to reassure everyone, a copy of my email could also be provided if questioned.

I note your suggestion to include these customers in our priority access group of our online services; however, this service is currently specific to Sparks customers and offers priority access to events we may run throughout the year.

I hope my response will help all of our customers that contact Action For Me and I wish you and all of your wonderful colleagues well during this extremely difficult time. Thank you again for getting in touch with Steve and our team.

Kind regards

Lindsay Poole
Executive Team
Your M&S Customer Service