

Mr Adam Crozier
Chief Executive, Royal Mail
Royal Mail Holdings Plc
148 Old Street
London EC1V 9HQ

Ms Noëlle K-Dit-Rawé
3 Jefferson House
11, Basil Street
London SW3 1AX

(By Recorded Delivery)

Your Ref: Customer account # [REDACTED]

17 May 2005

Dear Mr Crozier

A desperate means for a desperate need

When my regular Postman (Steve(?)) is off, the mail is left in the main entrance in the block of flats where I live (whereas Steve delivers it to the letter box in my flat). It means that some of my mail (important documents) 'disappears'. (Taken by somebody in the block).

To protect myself from this, I initially set-up a 'Keepsafe' service at my local sorting office (in Chelsea Manor Street, London SW3 3UH) whenever Steve was away. I did this on several occasions. However, there were 2-3 instances of some of my mail being delivered instead of being kept at the sorting office. Every time I complained at the sorting office.

Two years ago I opted to have what is described as "Collect Box – Annual" service hoping that this would prove more reliable. It has not – at least for letters addressed to my home address. I have complained about this to the sorting office 2 – 3 times over the last year, including phoning the Customer Complaints helpline (who, I know, contacted the sorting office at the time).

Every time, I have stressed how critical it was for me to ensure reliability of service. I have offered to pay whatever was necessary to ensure this. Last week, I again found my mail lying around in the entrance.

To my immense frustration, I am unfortunately forced to use your service. I have just received the attached invoices for £108.00 for the next 12 months renewal. I am so desperate that I am opting to pay 5 times the amount i.e. £540.00 (enclosed, NatWest cheque # 1342). Will this be enough Mr Crozier to ensure that my mail is kept at the sorting office when my regular Postman, Steve, is not around?

Earlier on I stated "at least for letters addressed to my home address". Those for which I can give my PO Box number are kept at the sorting office. However, I do have concerns that anybody who knows my PO Box number could potentially collect my mail. My mentioning this is prompted by the fact that some time last year, I was able to collect my mail from a member of staff who had never seen me and did not ask to see my P.O. Box number card. Having complained about this, I 'think' that the system was tightened-up. I have not dared testing it again. It causes me a lot of anxiety.

Thank you in anticipation of your assistance

Yours sincerely

N K-Dit-Rawé

Royal Mail[®]
recorded 1st or 2nd class

Signed for

Standard postal service with signature and barcode scanning on delivery. Ideal for items you might need to prove were received, like job applications or legal documents

Use **Special Delivery** for guaranteed next morning delivery with the security of barcode tracking throughout and compensation for loss or damage

write details of where your item is going

Name	Adam Crozier
Building name or number, and street	CEO Royal Mail
	148 Old St - London
Postcode complete in full	E.C.1 V.9.H.P

Reference

DP 7200 3823 9GB

Stick barcode label to top left of package