

Date: 12 July 2006



Our Ref: 1-1881879201

Ms Noelle K-Dit-Rawe  
3 Jefferson House  
11 Basil Street  
LONDON  
SW3 1AX

Dear Ms Klosterkotter-Dit-Rawe

Thank you for your letter of 3 July 2006 to Mr Adam Crozier, Chief Executive of Royal Mail. I have been asked to investigate and reply on his behalf.

I was sorry to learn of the further problems you have experienced with the delivery of your mail. I fully appreciate how important it is for our customers to have confidence in our ability to ensure a high standard of service at all times and I realise the concern that is caused when you have to contact us about a similar incident.

I have contacted [REDACTED] who is a Manager at the Chelsea Delivery Office. [REDACTED] explained that he had spoken to the all staff concerned about taking more care when sorting your mail to your PO Box. He also confirmed that he is monitoring your mail and that a special instruction card has been placed on the delivery frame to ensure all employees covering this delivery are aware of the correct procedures to use. Linton has asked me to pass on his apologies for the concern and frustration this matter has caused you.

See my 2 November 2006 letter to Mr Adam Crozier on how "care" and "special instruction" translate in practice

I understand that there can be no excuse for the incorrect delivery of mail. I fully appreciate the security of your post is of utmost importance and careless mistakes can cause undue concern. I would like to assure you that we are not complacent about our mistakes, and we are constantly striving to ensure that you receive the level of service you have every right to expect.

Turning to the concerns you raise about possible items not being received. If I may explain that we do not keep records of First and Second Class items as they pass through our system. This is because it would be impractical for us to do this as we handle over 82 million items every day. This means our enquiries are limited and it

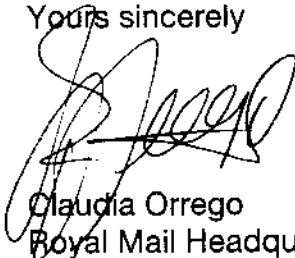
is therefore very difficult for us to say exactly how or where a loss may have occurred.

I realise that this will be of little consolation to you but I wanted to explain why it is difficult to trace an item that has not arrived. I do appreciate you may have concerns but I would like to reassure you that we consider the safety of all mail to be paramount. To emphasise the importance we place on this area of our operations, and as you are aware we have a dedicated Security Team within Royal Mail. This team works continually towards identifying the root cause of losses and, of course, eliminating risk. I would also like to explain that specific losses should be reported to our Customer Services Helpline so they can be recorded and passed to our Security Team.

Again: see my 2 November 2006 letter to Mr Crozier on how this translates in practice

In closing, I would like to apologise for any concern caused and I trust I have reassured you of our commitment towards providing a safe and reliable service to all our customers.

Yours sincerely



Claudia Orrego  
Royal Mail Headquarters

cc: Linton Rawlings

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**Postwatch is the independent consumer body for the Postal Industry. They can be contacted by telephone on 08456 013265, or by writing to Freepost Postwatch**