

ROYAL MAIL WHOLESale

4th Floor
148 Old Street
LONDON
EC1V 9HQ

27th October 2011

Dear Customer,

Notification: Deliver to a neighbour trial

To make it easier for customers to receive items, we are trialling¹, in selected areas, a scheme in which items that are too large for a letter box or have been sent by Recorded Signed For™ may be delivered to a neighbour if no-one is at the intended address. Compensation arrangements for items delivered within the trial areas will be the same as those delivered elsewhere. This includes any changes to compensation arrangements that take effect during the period of the trial. This trial is part of our ongoing programme to increase options for convenient delivery. Special Delivery™ and deliveries from overseas requiring a signature are excluded.

Please contact your Account Manager if you have any further questions.

Yours sincerely

Charlotte

Charlotte Marshall
Access Contracts Manager

¹ Change will be effective for the period of the trial, which begins on 28 November 2011 and is planned to last for three months.