

### **Additional comments:**

There is no justification for Royal Mail expecting a deliberate default 'opt-in' to this scheme, when competitors do not do so.

Royal Mail have not given any reason as to why they cannot operate neighbour delivery in the exact same way as competitors.

The proposed implementation of the solution has no additional customer benefits as opposed to their competitors approach, but Royal Mail's proposed implementation does have a number of drawbacks for the customer.

### **Question 1: Do you agree that Ofcom should grant approval to Royal Mail for the Delivery to Neighbour service? If not please explain your answer. :**

No. As with other delivery companies, Royal Mail do currently ask neighbours to take in mail.

There is no additional service to the customer by introducing this as a default delivery method.

5.18 of the Consultation document states that Royal Mail is at a disadvantage in not being able to leave parcels with neighbours.

There is no reason why they cannot do this, but implement it in the same way as their competitors i.e. ask the neighbour on an 'as-and-when' basis.

### **Question 2: Are there other consequences following the roll out of the service across the UK that we have not included in our assessment? If so, please explain.:**

To 'opt-out', customers have to display a visible 'opt-out' declaration to neighbours, which may leave more vulnerable or intimidated customers in an untenable position - they not wish to be seen to 'opt-out', but neither do they want to accept a neighbour's parcel.

Currently, neighbours can refuse one particular neighbour's parcel, but happily accept others. The proposed 'Opt-out' facility is very inflexible in the blanket approach to either being in the scheme for every receipt / collection, or out of the scheme for them all.

Some postmen currently deliver ordinary mail at times to one address and include the neighbours letters as well, presumably to 'speed-up' delivery time on the round.

The proposed neighbour delivery scheme may make this an accepted practice for all mail, since the customer has not 'opted-out' of accepting all neighbours mail.

### **Question 3: Do you have any comments on the scope and wording of the proposed Notification and approval:**

I would like to see how the 'Opt-out' sticker is worded.