

## **Additional comments:**

[2nd submission due to website failure]

I am a postman with 30+ years experience and speak as a customer and delivery person.

### **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. :**

Yes. Although illegal, it has been common practice for many years in many places.

### **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.:**

For Royal Mail to say the proposals do not / will not take additional delivery time is misleading. To switch from a simple "P739 Left (Sorry you were out card)", to trying a neighbour (or more) then returning to original customer to leave a "P739", will take longer, more so if the practice accumulates on a delivery. The impact, when busy (remembering that deliveries are now planned on the quietest weeks of the year), will result in either increased overtime on delivery or unfinished mail being returned to the office, either to be sent out with someone else or held over until the next day, causing a potential impact on quality of service.

Improved Caller Office experience will not last. This project is to cut the number of Callers so Royal Mail can reduce or close down Caller Offices, particularly if there is no requirement to keep them open. Staff available will certainly be cut, causing poorer customer experience in due course.

I oppose as a customer the requirement to opt out of a scheme such as this (as opposed to opting in). In my opinion customers who want their mail delivered to a neighbour (and many have issues with their neighbours), should opt in if they want to be part of the scheme. Royal Mail doesn't want this because it is unlikely that sufficient customer would actually opt in so they are putting the onus on customers opting out, which I believe is unfair.

Also as a customer, I would feel uneasy knowing that certain items might not be delivered as addressed, and also dissatisfied that Royal Mail are tending to put the onus of loss on the customers for a scheme that you are automatically opted into.

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

No (other than what affects Q2).