

**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, for a minority of people who don't get on with their neighbours, or happen to live near someone who would steal their post, this raises some significant security issues.

Given common security questions rely on knowledge of family history such as mother's maiden name, first school etc, neighbour's of a family home may know these details, meaning the potential consequences of stolen mail could be more serious.

Given that the opt-out wasn't 100% successful in the trial (And my presumption is outside of a trial postal workers would care less about paying attention to the opt out stickers.) I don't think it's fair to those people to go ahead with this change unless a 100% fool proof opt-out was provided. Though Royal Mail will compensate for lost mail, I don't think compensation would be adequate for something like identity fraud.

Finally I think there should be an 100% fool proof opt out for senders too. Things like bank cards are obvious to spot in a letter. It would be steam open a letter, get a bank card number through a pencil rubbing against the number, obtain the details from contactless cards (Or perhaps even pay for things with a contactless card) while still delivering the letter to a neighbour without them knowing the details have been stolen.

Unless the opt out system can be 100% reliable, I don't think it's fair to role this out.

**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.:**

I have security concerns, but these may have been considered. Please see the answer to question 1 for details.

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