

**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. Every thief and criminal is somebody's next door neighbour.

I know the person who owns the flat next to mine, but I don't know the people he rents the flat to so I don't want my mail being delivered to them.

Having your mail delivered to a different address than the one written on the package should be an opt-IN service.

**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.

You don't seem to have taken in to account the risk that Royal Mail may lose business to other delivery companies once they go from delivering to a specific address to delivering to a general area around that address.

### **Additional comments**

I tried to submit this using the form on your website but the captcha is completely illegible. After five attempts, I tried to listen to the audio and that was just garbled, incoherent noise. If you're going to ask people to respond using your online form, at least make sure the form works.