

### **Additional comments:**

Further to my previous submission about Recorded signed For I wish to draw your attention to the fact that many senders, particularly commercial organisations such as banks, building societies, the NHS, local authorities, central government etc. have no follow up procedures and do not check with Track and Trace that the item they have sent has been delivered and signed for. I have evidence to prove this.

These are usually confidential and sensitive documents and it would appear that these organisations simply assume delivery of their Recorded Signed For item, very often in situations where the addressee does not know that the documents have been sent in the first place.

They assume that the addressee will advise them about non arrival without thinking that the addressee cannot possibly know that an item that they know nothing about has not arrived.

The situation is that the sender has no knowledge that their item did not arrive and the addressee does not know they it was sent in the first place so does not know it has been lost. I have personal experience of this.

The proposed scheme will add to this risk especially as there is already such a high failure rate with the Track and Trace system for the Recorded Signed for service.

**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 above.

**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.:**

Yes. As above

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

Yes. As above.