



29<sup>th</sup> October 2010

Philip Groves & Rebecca Churchill  
Postcomm  
Hercules House  
6 Hercules Road  
LONDON  
SE1 7DB

Mark Waples  
1<sup>st</sup> Floor  
Royal Mail Letters Centre  
35-50 Rathbone Place  
LONDON  
W1T 1HQ  
[mark.waples@royalmail.com](mailto:mark.waples@royalmail.com)

Copied for information to:

Nigel Woods & Natasha Dare  
Consumer Focus  
4<sup>th</sup> floor, Artillery House  
Artillery Row  
LONDON  
SW1P 1RT

**CONDITION 7 NOTIFICATION:**

Amendment to Royal Mail Safeplace™ Terms and Conditions

Dear Philip,

I am writing to formally notify you, under Condition 7 of our Licence, that from the 1<sup>st</sup> of February 2011 Royal Mail will be making an amendment to the Royal Mail Safeplace™ Terms and Conditions.

Currently the Royal Mail Safeplace™ Terms and Conditions suggest that a nonspecific instruction such as “secure” or “out of sight” for the location is suitable. From the 1<sup>st</sup> of February 2011 the recipient must specify the Safeplace™ location as applicable to the delivery address; this location must be either on the recipient’s property or a nominated near neighbour, quoting the house number or house name. Under no circumstances must the nominated location be a generic instruction for example “leave in an out of sight, secure and dry location”.

A copy of this letter has been sent to Consumer Focus and will be published on Royal Mail’s website within four working days. The Royal Mail Safeplace™ Terms and Conditions will be amended accordingly and published on Royal Mail’s website prior to deployment.

Yours sincerely,

Mark Waples  
Head of Regulation and Compliance