



30th July 2010

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

Mark Waples
Royal Mail Letters Centre
35-50 Rathbone Place
LONDON
W1T 1HQ
mark.waples@royalmail.com

Copied for information to:

Nigel Woods & Natasha Dare
Consumer Focus
4th floor
Artillery House
Artillery Row
LONDON
SW1P 1RT

CONDITION 7 NOTIFICATION:

Amendment to Special Delivery[™] sold on Account Terms and Conditions

Dear Philip,

I am writing to formally notify you, under Condition 7 of our Licence, that Royal Mail will be making an amendment to the Special Delivery sold on Account Terms and Conditions. From the 1st of November customers posting Special Delivery items on account will need to submit claims for loss within 3 months rather than the current 12 months. This reduced time span will enable a faster and therefore more effective, investigation into the circumstances surrounding the claim. All Special Delivery account customers will receive notice of this change.

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 Special Delivery Account Terms and Conditions will be amended and published on Royal Mail's website prior to deployment.

Yours sincerely,

Mark Waples
Regulation & Commercial Policy Manager