



Date: 1st August 2020  
Your reference:  
Our reference: 1-6579594566  
Track reference: 09031\_1621051030<297>\_S145-PK145/1L D

Mr Daniel McMorrow  
110 Sylvan Avenue  
LONDON  
N22 5HY



This letter is sent on the instruction  
of the Postal Review Panel

FREEPOST Postal Review Panel  
postalreview@royalmail.com

Dear Mr McMorrow

Thank you for your email. I am sorry I am unable to respond by email as all Royal Mail emails are sent in the same secure format.

Please accept my apologies that my colleague Rob Knowles, referred to an email this was a mistake. However, you have said your concerns have doubled, but not explained why or the concerns you now have. I have been led to believe Royal Mail are making reasonable adjustments to delivery your packages.

Rob is currently out of the office, but if you outline your concerns, he will of course address these.

Yours sincerely

Lorna Pinder