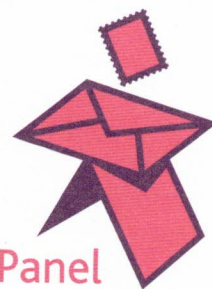


Date: 10 August 2020

Your reference:

Our reference: 1-6579594566

Track reference:



Postal Review Panel

FREEPOST Postal Review Panel
postalreview@royalmail.com

Mr Daniel McMorrow
110a Sylvan Avenue
LONDON
N22 5HY

Dear Mr McMorrow

Thank you for your further e-mail to the Postal Review Panel, received on 6 August 2020, regarding your complaint with Royal Mail. Please once again accept my apologies for any problems this matter has caused.

I have noted your original complaint was regarding the delivery of items and this was resolved locally and a reasonable adjustment put into place, to allow mail to be delivered to you.

With regards to encrypted e-mails, this is sometimes done by Royal Mail's servers when sending an e-mail to some domains and recipients. Unfortunately, I have no control over this.

Should you wish to take this matter further, I would advise that you take independent advice. For reference, the address of Royal Mail's legal department is Legal Services; Royal Mail HQ; 100 Victoria Embankment; London; EC4Y 0HQ.

Please let me apologise once again. I would like to give you my assurance that Royal Mail are not complacent about the quality of their service and are constantly striving to ensure that you receive the level of service you have every right to expect.

Yours sincerely

Robert Knowles
Postal Review Panel

Classified: RMG – [Confidential]