

Date: 14 August 2020  
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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 e-mails to the Postal Review Panel. Please once again accept my apologies for any problems this matter has caused.

I do appreciate the points raised in your e-mails and complaint regarding the delivery of your mail and the process which was in place prior to the Coronavirus pandemic. I must stress that this was a local agreement and adjustment which went against Royal Mail's delivery procedures. Although this was put in place, the Coronavirus pandemic and social distancing measures meant that this could not continue. I have also explained this to your local MP, Catherine West.

However, I have liaised with both your local Delivery Office Manager and Royal Mail's Compliance Manager, and I believe a solution has been found and agreed.

With regards to secure e-mail, I can only reiterate that Royal Mail's internal system can use encryption when sending messages to certain domains. Again, I would not be able to make any changes to this as it was put in place to comply with GDPR regulations. Although I have noted that you have sent multiple e-mails to the Postal Review Panel, as you stated that you could not receive e-mails sent to you, I responded to these by letter.

Further to this, I would kindly request that all correspondence from Royal Mail and the Postal Review Panel marked as confidential, be removed from the public domain as soon as possible.

Classified: RMG – [Confidential]