

### **Additional comments:**

I object to the opt-out method. It shows Royal Mail's self interest comes before concern for their customers.

I object to their attitude also because their leaflet "Out and About" (RMDTNE1) was the first I had heard about of the proposed scheme, from them or anybody else. It more or less says the scheme will be introduced - there is no attempt to consult nor indication I can object or how to. There are only four words subject to regulatory approval; which led to my ringing you to find out myself about this consultation.

I object to not having been consulted or informed about the consultation by anybody.

### **Question 1: Do you agree that Ofcom should grant approval to Royal Mail for the Delivery to Neighbour service? If not please explain your answer. :**

If Royal Mail are unable to deliver an item, then their duty is to ask the addressee what they would like them to do with it. This has to be done separately on each occasion because the best option will differ on each occasion. I expect to have the right of choice as now to ensure I can get my item.

It is not wise to introduce such a system as it could create more difficulties than it solves - if, for example, I am not in when my neighbour calls for their item or they are not in when I call for mine.

I also do not like having an increased and unknown risk of loss or theft.

Finally, there is a confidentiality issue as well.

### **Question 2: Are there other consequences following the roll out of the service across the UK that we have not included in our assessment? If so, please explain.:**

See reply to question 1

### **Question 3: Do you have any comments on the scope and wording of the proposed Notification and approval:**

No.