

### **Additional comments:**

I do not want my mail delivered to anyone other than myself even if I have to go to the sorting office to collect it. One of my neighbours is disturbed and retrieving any mail from him would be impossible. I can opt out but I have no faith that the RM would observe my wishes (sadly, as a result of the current problem I am experiencing with another person's mail - with similar address to mine - being persistently delivered to me despite 2 complaints to RM)

### **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. :**

No - it appears this is more for the convenience of the RM than the customers. If mail is delivered to neighbours, you still have to be able to retrieve it from them. Although there is an 'opt out' from the scheme, bitter experience has showed that RM do not deliver correctly and mail could very well still be delivered to neighbours (even when a request is in place not to) as it is a lot more convenient for the post person to do so if the addressee is out.

### **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.:**

RM may very well be 'responsible' for mail until it is delivered to the correct addressee but trying to retrieve your mail should a neighbour deny having accepted it is a different matter. Will the RM step in and take over the retrieval process - possibly in respect of an aggressive neighbour who denies having an item of post? What happens if an item in a situation such as this is then used for fraudulent or criminal purposes (eg. bank or personal details obtained from an item given to the neighbour)?

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