

Additional comments:

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. :

I believe the Delivery to Neighbour scheme will increase fraudulent claims of goods not being received and this will prove most detrimental to small online traders.

Goods paid for by Paypal or sold on eBay that are reported by the Buyer as not received must be refunded in full unless an online proof of delivery is available, this has to be the signature of the purchaser, the signature of a neighbour, quite rightly, is not considered proof that a Buyer has received an item.

Special Delivery is too expensive to be a commercially viable option for low value items, therefore goods must be sent Recorded Signed For which I believe is encompassed in the Delivery to Neighbour scheme.

Although Royal Mail 'may' compensate for items reported as not received, small businesses and sole traders do not have the time to research and complete a claim form every time an item is not signed for, especially low value items.

I am a sole trader making silver earrings which I sell online, Royal Mail's existing regulations make it very difficult for me to trade and have the potential to put me out of business, the Delivery to Neighbour scheme will make this worse.

This is because silver jewellery of any value is excluded from Royal Mail's compensation scheme.

My earrings typically cost around £10, but the only way I can claim compensation if they are not delivered is if they are sent Special Delivery which costs upwards of £5.90, as I mentioned earlier, this is not a commercially viable option for an item costing £10 (or even less).

So I already have to take responsibility for Royal Mail's failings, because if an item is lost or not signed for I have to refund my Buyer but I cannot claim compensation due to an archaic Regulation that penalises inexpensive silver jewellery whilst fully covering hi-tech items which are today's real valuables.

To summarise, the existing problems that Royal Mail present for small online traders will be exasperated by the Delivery to Neighbour scheme.

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.:

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