

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. :

Yes but with specific conditions relating to how customers can opt 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.:

The opt out process requiring customers to display a sticker is extremely unfair on customers. The sticker creates a stigma on customers who do not wish their items to be left with their neighbours. An in vinous and uk intrusive method of opting out of the scheme should be put in place before the service is rolled out.

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

No.