

### **Additional comments:**

[ This is a repeat submission, after failing to receive an acknowledgment last time. I have subsequently e-mailed two addenda, but I believe the original submission was lost. ]

### **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.

Businesses should automatically be excluded.

The service should be opt-in.

If the service is opt-out, opting out should be possible without displaying a sticker.

If displaying a sticker is necessary in order to opt out, Ofcom should manage a unified sticker scheme which covers all delivery companies, rather than requiring a separate sticker for each carrier.

Further, if displaying a sticker is necessary in order to opt out, the public should be informed several months before the proposal is implemented, so that stickers can be affixed to, for example, seasonal holiday homes.

### **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.:**

Many people do not wish their neighbours to know that they don't trust them. Requiring the display of a sticker raises privacy concerns.

A malicious neighbour could remove an opt-out sticker in order to receive a parcel.

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

There should be clarity concerning how this proposal interacts with mail redirection.