

## **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. :**

No approval should NOT be granted.

Bad neighbours plague our streets

Privacy risk and theft will increase (both neighbour and staff)

19% of complainants didnt want their post given to their neighbour. (I can vouch for this point)

14% didnt want a sticker on the door.

Consultation period was negligible,

The leaflets were hidden within the mass of junk mail.

Opt out system is pushing this change onto customers.

At the very least, opt in.

2% dissatisfaction.

Equates to 14960 dissatisfied customer per 748000

half of those are extremely dissatisfied.

I think it anyone who takes two minutes to look at the trial results can see it's not as beneficial as it's made out to be.

### **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:**