



Dear Sir/ Madam,

Firstly, I would like to thank you for participating in the measurement of Royal Mail's Quality of Service performance. Your assistance is extremely valuable.

As a business, Royal Mail has a regulatory requirement to obtain independent and unbiased measures of the performance of our service, and we have contracted Spectos to carry out this measurement.

The Quality of Service reports that you will now be contributing towards are available to view online at the following link: <http://www.royalmailgroup.com/en/about-us/regulation/quality-of-service/>

Spectos will provide all the necessary training and materials you will require to become an active participant on the measurement.

To maintain the integrity and independence of this research it is important Royal Mail is unaware of the identity of individuals or businesses that agree to participate in the survey. We therefore ask that you do not discuss these arrangements with anyone from the Royal Mail Group, including myself. Participation in the survey will cease if you inform Royal Mail of your intent to join the study or if you are already participating. I would like to assure you that the Quality of Service results will be produced by Spectos in a way in which your identity will remain totally confidential.

Reference to the involvement of Spectos can be also found online through our website at the following link: <http://www.royalmailgroup.com/en/about-us/regulation/quality-of-service/>

Should you have any further questions regarding the validity of the survey, or about participation in the survey, please email the Spectos Helpline at support@mailagents.uk.

I wish you well in your participation in this study, and thank you again for your time.

Yours faithfully,

Paul Watson

Quality and Customer, Royal Mail UK