

13 February 2015

Helen Lamont
Royal Mail
185 Farringdon Road
London
EC1A 1AA

Dear Helen,

OVERSEAS LETTER POST SCHEME- INTRODUCTION OF NEW INTERNATIONAL LETTERS FORMAT

Thank you for providing the opportunity for Citizens Advice Service (Citizens Advice in England and Wales and Citizens Advice Scotland) to respond to Royal Mail's consultation document on the introduction of New International Large Letters format; and welcome the proposal to correct an error in the Royal Mail Overseas Post Scheme in relation to pricing zones for Royal Mail's International Economy Service.

As the statutory representative for consumers of postal services across England, Wales and Scotland, we conduct research and evidence postal user needs and deliver strategic projects that contribute to improving the operation of the postal market for all consumers, assessing the value of postal services across the USO, mail and parcels. Similarly, we regularly work across UK nations to further consumer objectives relating to monitoring Post Office modernisation programmes; and evaluating and representing current and future post office consumer needs.

We consider it important to engage in dialogue on the introduction of new letter formats and amendments to pricing schemes as these impact all UK postal consumers.

Introducing a large letter format that directly mirrors the domestic large letter format brings consistency and a better understanding of tariffs for consumers who send mail both within the UK and internationally.

In addition, we support the correction of the error currently contained in the Royal Mail Overseas Letter Post Scheme with regards to the pricing zones within International Economy Service. We believe amending to one price zone for all destinations, rather than Europe and the world, promotes clearer pricing for consumers.

Given these reasons, we support the amendments proposed in the consultation document dated 14 January 2015 and consider these changes to be fair and reasonable.

However, we would also like to note that while we are aware that the price of postal products does not form part of Royal Mail's Postal Schemes and consequently do not feature as part of this consultation, we would like to stress the importance to Royal Mail to assess how this new Overseas Large Letter format will impact on the postal tariffs paid by consumers.

Should you wish to discuss any of the above further then please do not hesitate to contact us.

Yours,

Xanthe Couture

Policy Manager

Postal Services

Citizens Advice

Kate Morrison

Policy Officer

Postal Services

Citizens Advice Scotland