21st February 2020

Date: Your reference:

1-6308479441 / 200220-006997

reference: Track reference:

Our

NL224016283GB

04002_1667615020<2486>_\$1243-PK622/1

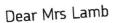
Mrs Helen Lamb Viamed Ltd 15 Station Road

Cross Hills KEIGHLEY **BD20 7DT**



Royal Mail Customer Services FREEPOST RLZL-LHZH-JZHT **PLYMOUTH** PL9 7HJ Website: royalmail.com

Phone: 03457 740 740 Textphone (for people who are deaf or hard of hearing): 03456 000 606



Thank you for contacting Royal Mail.

I'm really sorry you've recently had cause to complain about an item addressed to Caerleon. We've logged and investigated this against the reference number at the top of this letter.

Having reviewed the evidence submitted, I can see we've let you down on this occasion and I apologise for that.

Please accept the enclosed cheque as payment for this service failure. If you requested a higher amount, I'm sorry, this is the maximum I can offer in line with the conditions of the product used. Please visit our website at royalmail.com for more information.

This now closes your enquiry. However, please be assured we will use the information you've provided to improve our services going forward.

Yours sincerely

Royal Mail Customer Services

Enclosed: Cheque for £34.28 payable to Viamed Ltd



This outcome has been reached in line with Royal Mail's Terms and Conditions of posting. Full details of these can be found by visiting royalmail.com/termsandconditions. If, however, you're unhappy with my response, you can contact the Escalated Customer Resolution Team at <u>customerresolution@royalmail.com</u>. Please quote reference 1-6308479441 at the start of your email.





Royal Mail Group Ltd, Payment Processing Team Stone Hill Road, Farnworth BOLTON BL4 9XX

Date 21 Feb 20

YOUR REF.

AMOUNT

1-6308479441

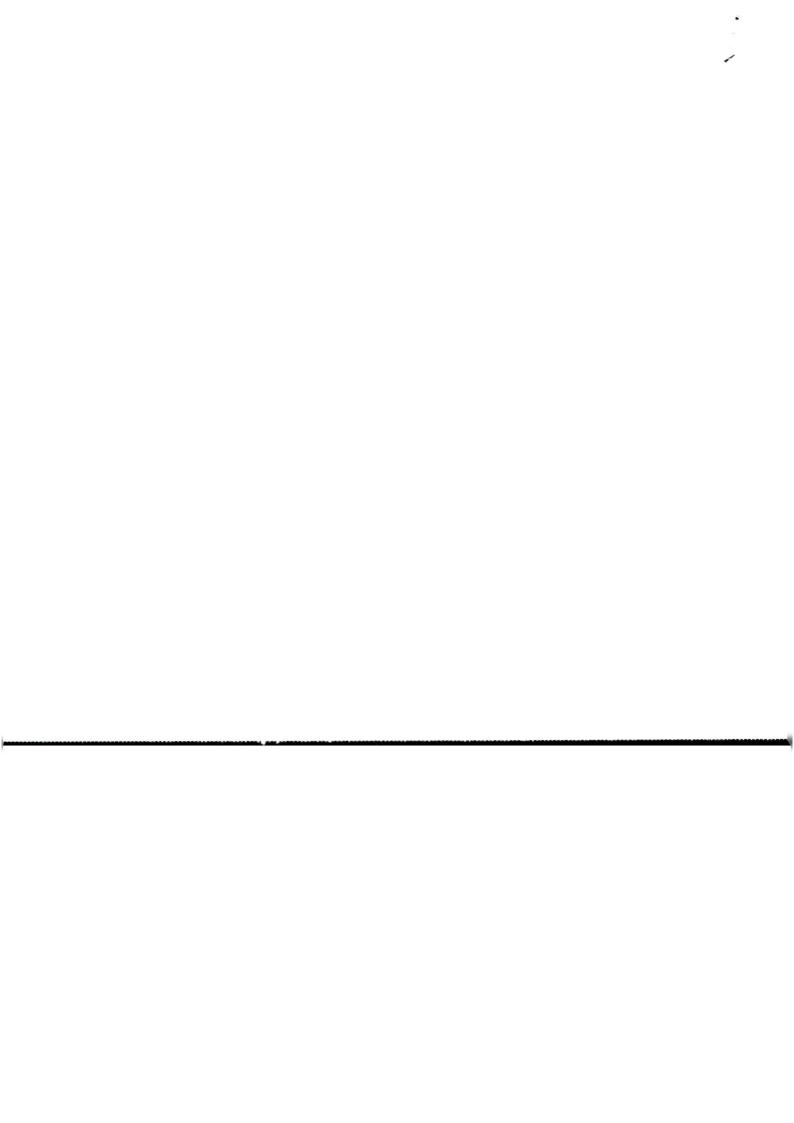
34.28





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RMCQ0



Date:

Our

Track

21st February 2020



Your reference:

1-6308380141 / 200220-006569

reference:

NL224050965GB

reference:

04002_1667615020<2354>_\$1177-PK589/1

В

Mrs Helen Lamb Viamed Ltd 15 Station Road Cross Hills KEIGHLEY BD20 7DT



Royal Mail Customer Services FREEPOST RLZL-LHZH-JZHT PLYMOUTH PL9 7HJ Website: royalmail.com

Phone: 03457 740 740
Textphone (for people who are deaf or hard of hearing): 03456 000 606

Dear Mrs Lamb

Thank you for contacting Royal Mail.

I'm really sorry you've recently had cause to complain about an item addressed to Musgrove Park. We've logged and investigated this against the reference number at the top of this letter.

Having reviewed the evidence submitted, I can see we've let you down on this occasion and I apologise for that.

Please accept the enclosed cheque as payment for this service failure. If you requested a higher amount, I'm sorry, this is the maximum I can offer in line with the conditions of the product used. Please visit our website at royalmail.com for more information.

This now closes your enquiry. However, please be assured we will use the information you've provided to improve our services going forward.

Yours sincerely

Royal Mail Customer Services

Enclosed: Cheque for £25.08 payable to Viamed Ltd



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Royal Mail Group Ltd, Payment Processing Team Stone Hill Road, Farnworth BOLTON BL4 9XX

Date 21 Feb 20

YOUR REF.

AMOUNT

1-6308380141

25.08





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