



Date: 21st February 2020

Your reference: 1-6308479441 / 200220-006997
Our reference: NL224016283GB
Track reference: 04002_1667615020<2486>_S1243-PK622/1 B

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 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 customerresolution@royalmail.com. 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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Date: 21st February 2020
Your
reference: 1-6308380141 / 200220-006569
Our
reference: NL224050965GB
Track
reference: 04002_1667615020<2354>_S1177-PK589/1 B

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



Royal Mail Customer Services
FREEPOST RLZL-LHZZ-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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REMITTANCE ADVICE

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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