



Date: 20th August 2021
Your
reference:
Our
reference: 1-7541482901 / 210819-004175
Track
reference: NL577540703GB
04002_1665200020<2438>_S1219-PK610/1 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 Materials Management, Belvedere Road. 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 £47.18 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 the above reference number at the start of your email.



REMITTANCE ADVICE

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

Date 20 Aug 21

YOUR REF.

AMOUNT

1-7541482901

47.18



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RMCQ01



Chesterfield Branch

5 Market Place Chesterfield S40 1TW

60-40-09

Date 20 Aug 21

CHEQUE No.	PAY *****
891227	Viamed Ltd*****
Forty-Seven Pounds And 18 Pence Only*****	
PayViamed Ltd 47.18only*****	ACCOUNT PAYEE ONLY

£ **47-18**

For and on behalf of
Royal Mail Group Ltd

National Westminster Bank Plc

AMOUNT IN WORDS, PENCE IN FIGURES

THIS SECURITY CHEQUE CONTAINS A WATERMARK TO VERIFY HOLD TO THE LIGHT

891227 604009 16393198 10