

With us it's personal

Redirection service

2727_JL0719743_192P1_1504

462

The Occupier



If you're concerned about mail being redirected from your address, please call us immediately on 0845 7 740 740 (Textphone 0845 600 0606).

Name: we'll redirect mail for:



Redirection from:

Address at top of this letter

Redirection to:

Confidential

Dates: we'll redirect mail from 30-January-2009 to 28-February-2009



We'll be Redirecting mail from this address...

Dear Occupier,

We've been asked to redirect mail from this address for the person listed opposite. We're sending you this letter to let you know that this Redirection has been requested and will soon be in operation. The person listed should have lived at the address. If you know that they didn't live at this address, or if you're concerned in any way about this redirection, please call our Customer Service Centre on the number shown below. It's important that you let us know immediately if you have any doubts about this Redirection.

Yours faithfully,

Royal Mail Redirection Team

PS If you have any queries, please refer to the information over the page, or call us on 0845 7 740 740 (Textphone 0845 600 0606) calls charged at local rates.

29/1
09-53 WJD

0845
7777 888



PREA

PREAM01

POSTAL REDIRECTION/KEEPSAFE

25/03/2009 13:00

MAIN DETAILS ENQUIRY

REFERENCE NUMBER : 998869901 : Press F10 to select a redirection/keepsafe

REQUESTED BY [REDACTED] TEL.

REDIRECTION - SOURCE OF FORM : WEB LANG ENGLISH

REQUESTED START DATE 30/01/2009 RECEIVED DATE 23/01/2009 TYPE ORIGINAL

ACTUAL START DATE 30/01/2009 ENTERED DATE 26/01/2009 PERMANENT

END DATE 28/02/2009 STATUS CANCELLED SOCIAL

TOTAL SURNAMES 1 CORRECT FEE PAID YES PREVIOUS (F11)

BUSINESS NAMES/ABBR / EXT OPTED IN RM.OPTED OUT NEXT (F12)

MOVE DATE 01/01/2009 Not an Entire Family Move

FROM ADDRESS

TO ADDRESS

[REDACTED]

[REDACTED]

Press F2 for full address info [REDACTED]

Address Withheld

WILSTEAD SPDO/1 [REDACTED]

SEL : : 1-Names 2-Pay 3-Docs 4-Chges

6-Text

RETURN-Process F9-Top Menu F1-Help F3-Prev Level F4-Menu F11-Prev F12-Next

Not Started

PREG

PREGM01

POSTAL REDIRECTION/KEEPSAFE
NOTEPAD TEXT ENQUIRY

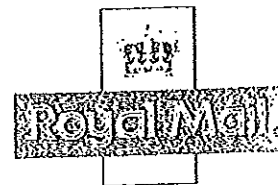
25/03/2009 13
Lines 1 to 4 of 4

REFERENCE NUMBER 998869901 REQUESTED BY MRS. [REDACTED]
REDIRECTION - SOURCE OF FORM : WEB

SPECIAL INSTR.

CPRP704 29/01/2009 11:46:20
cancelled...fraud, call from the [REDACTED] to state never requested.
CPRP704 10/03/2009 09:43:54
CIFAS leaflets issued to customer

SEL : : 1-Names 2-Pay 3-Docs 4-Chges
RETURN-Process F9-Top Menu F1-Help F3-Prev Level F4-Menu F7-Prev F8-Next



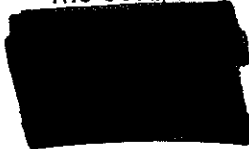
With us it's personal

Redirection service

2727_JL0719743_1S2PI_1600

462

The Occupier



If you're concerned about mail being redirected from your address, please call us immediately on 0845 777 777 (Textphone 0845 600 0606).

Name: we'll redirect mail for:



Redirection from:

Address at top of this letter

Redirection to:

Confidential

Dates: we'll redirect mail from 30-January-2009 to 28-February-2009



We'll be Redirecting mail from this address...

Dear Occupier,

We've been asked to redirect mail from this address for the person listed opposite. We're sending you this letter to let you know that this Redirection has been requested and will soon be in operation. The person listed should have lived at the address. If you know that they didn't live at this address, or if you're concerned in any way about this redirection, please call our Customer Service Centre on the number shown below. It's important that you let us know immediately if you have any doubts about this Redirection.

Yours faithfully,

Royal Mail Redirection Team

PS If you have any queries, please refer to the information over the page, or call us on 0845 7 740 740 (Textphone 0845 600 0606) calls charged at local rates.

PREA

PREAM01

POSTAL REDIRECTION/KEEPSAFE

25/03/2009 13

MAIN DETAILS ENQUIRY

REFERENCE NUMBER : 999572901 : Press F10 to select a redirection/keepsafe
REQUESTED BY [REDACTED] TEL.

REDIRECTION - SOURCE OF FORM : WEB LANG ENGLISH

REQUESTED START DATE 30/01/2009 RECEIVED DATE 23/01/2009 TYPE ORIGINAL
ACTUAL START DATE 30/01/2009 ENTERED DATE 26/01/2009 PERMANENT
END DATE 28/02/2009 STATUS CANCELLED SOCIAL

TOTAL SURNAMES 1 CORRECT FEE PAID YES PREVIOUS (F11)
BUSINESS NAMES/ABBR / EXT OPTED IN RM.OPTED OUT NEXT (F12)

MOVE DATE 02/01/2009 Not an Entire Family Move

FROM ADDRESS

TO ADDRESS

[REDACTED]

[REDACTED]

Press F2 for full address inf [REDACTED]

Address Withhe

WILSTEAD SPDO/1 [REDACTED]

SEL : : 1-Names 2-Pay 3-Docs 4-Chges

6-Text

RETURN-Process F9-Top Menu F1-Help F3-Prev Level F4-Menu F11-Prev F12-Next

PREG

PREGM01

POSTAL REDIRECTION/KEEPSAFE
NOTEPAD TEXT ENQUIRY

25/03/2009 :
Lines 1 to 4 of

REFERENCE NUMBER 999572901 REQUESTED BY [REDACTED]
REDIRECTION - SOURCE OF FORM : WEB

SPECIAL INSTR.

CPRP704 29/01/2009 11:46:32

cancelled....fraud, call from the [REDACTED] to state never requested.

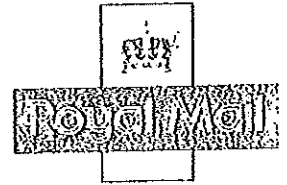
CPRP704 10/03/2009 09:44:06

CIFAS leaflets issued to customer

SEL : : 1-Names 2-Pay 3-Docs 4-Chges

RETURN-Process F9-Top Menu F1-Help F3-Prev Level F4-Menu F7-Prev F8-Next

Not started

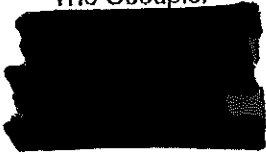


Redirection service

2727_JL0734238_152P1_1667

462

The Occupier



With us it's personal

If you're concerned about mail redirected from your address, please call us immediately on 0845 774 740 (Textphone 0845 600 0606).

Name: we'll redirect mail for:



Redirection from:

Address at top of this letter

Redirection to:

Confidential

Dates: we'll redirect mail from 2-March-2009 to 2-April-2009



We'll be Redirecting mail from this address...

Dear Occupier,

We've been asked to redirect mail from this address for the person listed opposite. We're sending you this letter to let you know that this Redirection has been requested and will soon be in operation. The person listed should have lived at the address. If you know that they didn't live at this address, or if you're concerned in any way about this redirection, please call our Customer Service Centre on the number shown below. It's important that you let us know immediately if you have any doubts about this Redirection.

Yours faithfully,

Royal Mail Redirection Team

PS If you have any queries, please refer to the information over the page, or call us on 0845 7 740 740 (Textphone 0845 600 0606) calls charged at local rates.

27/2 08.04

0845 774 740
152 27/2/09



PREA

PREAM01

POSTAL REDIRECTION/KEEPSAFE

25/03/2009 :

MAIN DETAILS ENQUIRY

REFERENCE NUMBER : 271100160 : Press F10 to select a redirection/keepsafe
REQUESTED BY [REDACTED] TEL.

REDIRECTION - SOURCE OF FORM : COUNTERS LANG ENGLISH

REQUESTED START DATE 28/02/2009 RECEIVED DATE 23/02/2009 TYPE ORIGINAL

ACTUAL START DATE 02/03/2009 ENTERED DATE 24/02/2009 PERMANENT

END DATE 02/04/2009 STATUS CANCELLED SOCIAL

TOTAL SURNAMENAMES 1 CORRECT FEE PAID YES PREVIOUS (F11)

BUSINESS NAMES/ABBR / EXT OPTED IN RM.OPTED IN NEXT (F12)

MOVE DATE 23/02/2009 Not an Entire Family Move

FROM ADDRESS

TO ADDRESS

[REDACTED]

[REDACTED]

Press F2 for full address info [REDACTED]

WILSTEAD SPDO/1 [REDACTED]

SEL : : 1-Names 2-Pay 3-Docs 4-Chges

6-Text

RETURN-Process F9-Top Menu F1-Help F3-Prev Level F4-Menu F11-Prev F12-Next

Not started

PREG

PREGM01

POSTAL REDIRECTION/KEEPSAFE
NOTEPAD TEXT ENQUIRY

25/03/2009 1:
Lines 1 to 7 of

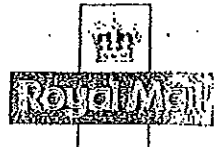
REFERENCE NUMBER 271100160 REQUESTED BY [REDACTED]
REDIRECTION - SOURCE OF FORM : COUNTERS

SPECIAL INSTR.

CPRP704 02/03/2009 08:42:54
cancelled...fraud, call from the [REDACTED] to state never requested,
note this is the 3rd attempt!!
CPRP704 02/03/2009 13:47:03
form filed fraud file
CPRP704 10/03/2009 09:43:36
copy of form and CIFAS leaflets issued to customer

SEL : ; 1-Names 2-Pay 3-Docs 4-Chges
RETURN-Process F9-Top Menu F1-Help F3-Prev Level F4-Menu F7-Prev F8-Next

Redirecting mail to a private address 271100160



Quickest way to set up your Redirection is on line at www.royalmail.com/redirection
 Please complete this form in black ball point and write in capital letters in the white boxes only with us it's personal

1 Details of your move

You must give us the correct postal addresses and postcodes. To check postcodes are correct you can visit our website at www.royalmail.com or call the Postcode Enquiry Line. It is open weekdays 8am to 6pm on 09063 021 222 (calls are charged at 50p a minute, and the maximum call charge is £5). For evenings and weekends call 08457 111 222 (calls charged at local rate). Prices correct at date of publishing. You must provide both the old and the new address below.

Old address - where mail is sent now. We will inform some organisations that you are no longer at your old address.

[Redacted] Postcode [Redacted]

New address - where you want mail redirected to

[Redacted] Postcode [Redacted]

Please mark this box with an 'x' if you will be returning to your old address (temporary move)

In case we need to contact you

Date you are moving from your address [Redacted] Old daytime telephone number (including area code) [Redacted] New daytime telephone number (including area code) [Redacted]

For your security we send an acknowledgement to your old address. If you don't want us to include details of your new address, please mark this box with an 'x'
 Royal Mail gives no guarantee that your new address will remain confidential. If we cannot deliver an item to your new address for any reason, it may be returned to sender, with the new address showing.

2 Names and signatures of everyone wanting a Redirection

<input checked="" type="checkbox"/> Mark with an 'x' if under 16	Title (Mr, Mrs, Ms etc)	First name	Middle Initials	Signature
<input checked="" type="checkbox"/>	[Redacted]	[Redacted]	[Redacted]	[Redacted]
<input checked="" type="checkbox"/>	[Redacted]	[Redacted]	[Redacted]	[Redacted]
<input checked="" type="checkbox"/>	[Redacted]	[Redacted]	[Redacted]	[Redacted]
<input checked="" type="checkbox"/>	[Redacted]	[Redacted]	[Redacted]	[Redacted]
<input checked="" type="checkbox"/>	[Redacted]	[Redacted]	[Redacted]	[Redacted]

Data Protection Act 1998 - Royal Mail Group Ltd, and Post Office Ltd have notifications with the Information Commissioner in line with the Data Protection Act 1998 (the Act)

If your whole household is included in this move, please put an 'x' in the box

Redirect all variations of first names (e.g. Susan, Sue) If you don't mark this box only the listed names and titles will be redirected

We reserve the right to pass your application details to other organisations to prevent fraud and/or money laundering.
 Please put any additional names and signatures on a blank sheet of paper and attach it to this application.
 We reserve the right to refuse to redirect mail and to end the arrangement at any time. By law we have to pass on your Redirection details to the Department for Work and Pensions and Local Authorities, so they can update their records. We will also inform other licensed postal operators to enable them to deliver mail.
 We cannot process your application unless each person asking for the service has signed. A parent or guardian must sign for those under the age of 16.

3 When a person has died or you have power of attorney (please mark appropriate boxes with an 'x')

This section is only for use in special circumstances. Please complete this section only if you are applying for the Redirection of mail for a person:

A. Who has died. We need to see the original death certificate or an office copy (which you can get from the Register of Births, Marriages and Deaths). We also need to see identification in the name of the person applying as shown in sections 5 and 6.

I am the next of kin

I am the Personal Representative, e.g. executor

B. For whom you have power of attorney. We need to see copy of the power of attorney document certified by a solicitor, together with ID in the name of the person applying as shown in sections 5 and 6.

If you are a solicitor acting as a personal representative, we need to see an original or office/certified copy of the Grant of Probate or Grant of Letters of Administration. If you have power of attorney we need to see a certified copy of the power of attorney document.

3 When a person has died or you have power of attorney (continued)

Name of person or people you are requesting the Redirection for.

Title First name Surname Middle Initials

We may pass the name and address of a person who has died to other organisations to prevent further mail being sent.

Title First name Surname Middle Initials

Please note that it is a criminal offence to apply to redirect mail without proper authority.

Your name and signature. I confirm that I have full authority to apply to redirect mail addressed to the person or people named in this section.

Date Signature

Title First name Surname Middle Initials

4 How long do you want your Redirection for?

The Home Office Identity Fraud Steering Committee recommends that to reduce the risk of identity fraud when you move house, use Royal Mail's Redirection Service to direct your mail from your old address to your new one for at least a year.

Start Date Please redirect my/our mail for End Date (for temporary moves only)

We need at least five working days to set up your Redirection. Please allow one extra day for postage to our national processing centre (address on the envelope). If you have access to a computer the quickest way to set up your redirection is online at www.royalmail.com/redirection

5 Applying for your Redirection by post

We take the security of your mail very seriously. Identification must be original - not photocopies and show the address you are moving from. If everyone applying shares the same surname we only need to see identification from the person sending the application. Keep a copy of the documents you

How to pay - we only accept payment by cheque payable to Royal Mail Ltd. You must send a separate cheque in the name of each different surname. Identification you need to show - you need to send identification for each person with a different surname chosen from the list below. (You can only use ID from this list for postal applications).

- Two different utility bills from the last 6 months (NOT a mobile phone or a store/charge card statement and bills printed from the internet are not valid)
- Bank/Building Society statement from the last 6 months
- a credit card state from the last 6 m

6 Applying for your Redirection at a Post Office® branch

We will refuse your application unless you produce valid ID for each different surname.

How to pay - We only accept payment by cash, debit or credit card or cheque with valid cheque guarantee card made payable to Post Office Ltd.

Identification you need to show - Two different forms of original identification - not photocopies for each different surname on the form, one from List A and from List B. If you are providing bills and statements as ID they must be dated within the last six months unless we say otherwise. If everyone applying shares the surname, we only need ID in the name of the person applying at the Post Office® branch.

List A (proof of name)

- Payment by cheque
- Cheque guarantee/credit/debit card
- Bank/Building Society book
- Passport

- Original letter from a benefits agency (Pensions Service, Jobcentre Plus, Child Benefit Office)
- EU member state identity card

List B (proof of address)

- Two different utility bills from the last 6 months (NOT a mobile phone or a store/charge card statement and bills printed from the internet are not valid)
- Driving licence - photocard with D740
- Council tax payment book
- Credit card statement
- Original mortgage statement
- Recent bank, Building Society or Credit Union statement or passbook (no older than 3 months)

Children under 16 with a different surname must provide one form of ID. This could be a Birth Certificate, National Savings book or any of the items above

7 Working out your payment

Use the table below to find out the cost of the Redirection and then multiply this amount by the number of different surnames to get the total cost. Note: A lot of the cost of the service is for the initial set up - so the longer you take it out for the better value it becomes. e.g. if you take out for 12 months it will cost you the equivalent of £3.12 per month compared to just 1 month at £7.35.

	UK address	Abroad (Airmail)
12 months	£37.40	£74.75
6 months	£24.90	£49.80
3 months	£16.15	£32.30
1 month	£7.35	£14.85

Example: You are asking us to redirect mail to an address in the UK for 12 months for two people who have different surnames. The total amount you pay is £74.80 (12 months at £37.40 x 2).

Amount you are paying
£ 7 35

No refund is possible once a Redirection has started. Prices correct until April 2009 - visit www.royalmail.com for prices thereafter and full terms and conditions

Occasionally we would like to send you information and relevant offers from Royal Mail Group Ltd and other organisations. If you don't want this, please mark 'x' in the box



As a further service at no extra cost, we can provide your new address to organisations that already have your old address so they can update their contact lists. If you do not want this service, please mark 'x' in the box



Post Office® branch/Office use only - Please complete all sections

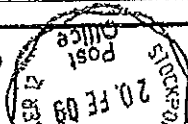
Surname

List A
5013308510
PK132 72A

List B
BANK ST
E08 6629-66

Death certificate seen Power of Attorney seen

Date stamp



Section 1 'Addresses' complete

Sections 2 and/or 3 'Names' complete

Staff signature



27 February 200

Senior Administrator
Royal Mail
Redirection Centre
Freepost ST944
Stoke-On-Trent
ST1 5DB

Dear Sir or Madam,

References - 271100160, 998869901 and 999572901

Yesterday I received your letter of 24 February 2009 advising me of another attempt to fraudulently redirect the mail of myself and my wife.

I rang today at 08:04hrs and was told that this time the fraudsters had gone to a post office and presented evidence of identity. I asked what was on the list of evidence that they must supply and your operative refused to tell me which I think is unacceptable as this information must be in the public domain. I was also advised that I should report the matter to the police. I do not believe I was given this advice when I rang to report the first attempt on 29 January 2009 at approximately 09:50hrs.

I am also concerned that the redirect has been set up in the name of my wife and myself and assume that you have therefore been given proof of identity for both of us. I will be making a request for the details provided under the Freedom of Information Act.

My concern is that another attempt could coincide with me being on holiday and since the redirect takes affect within 7 days my identity could be hijacked before I return.

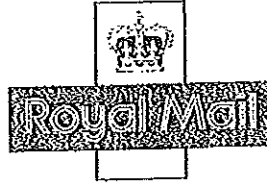
I assume that you will now put a marker against my address which will prevent any further redirection attempts unless I have specifically provided conclusive evidence of my identity.

Yours faithfully



Andrew Potter

date 10 March 2009
your ref
our ref 271100160, 998869901
and 999572901



Redirection C
FREEPOST S
STOKE-ON-T
ST1 5DE

Mr Andrew Potter



Dear Mr Potter

Thank you for your letters regarding the redirections of your mail.

The first two redirection applications were set up separately on the internet using a credit/debit card. In this case the card is used as identification.

The new address details given for both were as follows:



Please also find enclosed a copy of the third redirection application form we received requesting the redirection of mail in your name, this time quoting a different new address and applied for at a Post Office branch. The form shows you what identification was used to set up the redirection, at which office and on what day the application was made

I can confirm that all the information we have regarding this redirection application has now been shared with you.

We are committed to doing all we can to prevent fraud and protect our customers so we have informed CIFAS, the UK's Fraud Prevention Service of the cancelled mail redirections.

The enclosed leaflets entitled *The CIFAS Leaflet* and *Protective Registration* provide further details on how CIFAS works and how you can protect your identity from further misuse. You may also find the website www.identityfraud.org.uk a useful source of information about identity fraud and impersonation.

If you think you may have been a victim of identity crime then you should obtain a copy of your credit file from one of the Credit Reference Agencies as detailed within the CIFA Leaflet.

Yours sincerely


A black rectangular redaction box covering the signature of the sender.

Redirection Centre Administrator

Enc.



5 March 2009



Freedom of Information Request
Sales and Customer Service
Dearne House
Cortonwood Drive
Brampton
BARNSELY
S73 0UF

Dear Mr McGuire

Freedom of Information Act 2000
Mail Redirect References - 271100160, 998869901 and 999572901

Under the provisions of the above act and further to the enclosed letter I wish to see the proof of identity that Royal Mail accepted to enable the above redirects to set up.

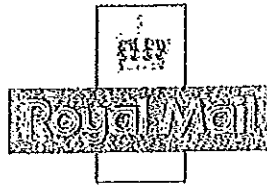
I would also like to know what payment mechanism the fraudsters used. If they used a stolen credit card I shall be asking Royal Mail why no effort is made to check the address on the card against the address for the redirect.

Yours sincerely



Andrew Potter

Date: 10 March 2009
Your Ref:
Our Ref: CSUK 332



Mr Andrew Potter



Freedom of Information Co-ordinator
Sales and Customer Services
Dearne House
Cortonwood Drive
Brampton
BARNSLEY
S73 0UF

Dear 

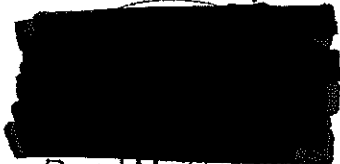
I refer to your recent letter dated 5 march requesting information relating to a Redirection service, which has been set up fraudulently.

For your future reference, such information is only available when a Data Protection Act request is made.

I have enclosed a list, which details the identification required when an application is made at a Post Office® counter. If you would like specific details of the Redirection services set up without your consent you will need to complete the enclosed form and return it in the prepaid envelope provide.

I hope you find this information helpful.

Yours sincerely



Royal Mail Freedom of Information Co-ordinator



REQUEST FOR REDIRECTION ADDRESS INFORMATION.

In order to confirm your identity, please supply photocopies of two forms of identification, one from List A and one from List B.

LIST A	LIST B
<ul style="list-style-type: none">• Pension/Benefit Book (only acceptable if the Redirection application is made at the post office named on the book)• Cheque Guarantee, debit or credit card• Bank / Building society book• Passport• National Savings Book• Store Account Card (not loyalty card)• Cheque Book	<ul style="list-style-type: none">• Driving Licence <i>(if a photocard licence, it must be accompanied by the counterpart driving licence (form D740) which is issued with the card)</i>• Council tax payment book• Two Recent utility bills <i>(this counts as one item). Not a mobile phone bill</i>• Recent Bank / Building Society statement• Credit Card Bill• Council rent book



REQUEST FOR REDIRECTION ADDRESS INFORMATION.

Please complete this form in full, using **BLOCK CAPITALS**. Please return this in the envelope provided, together with photocopies of two forms of identification, one from each list on the following page.

Surname: Title:

Forename:

Your Address:

 Postcode:

Daytime Telephone Number

Redirection Reference Number
(if known)

Please Note: Address information will only be disclosed with the prior consent of the Police. This is to ensure that disclosing this information will not interfere with any police investigation. Please obtain a case reference number when you report this incident.

Police Case Reference Number

Police Contact Telephone Nos:

Station Address

I certify that the information stated above is correct.

Signature: Date:

Date: 25 March 2009

Our Ref: 1-994367733

Mr Andrew Potter



Dear Mr Potter

Thank you for your letter dated 19 March to Adam Crozier, who has asked that I reply on his behalf.

At the outset, I was sorry to learn of the distress you and your wife have been caused by this matter. I must stress that we do take fraud prevention very seriously. Indeed, we do all we reasonably can to ensure the safety of all mail to minimise the chances of any fraudulent activity against our products or services and by extension, and even more importantly, our customers.

As you are aware, the Redirection service is available to individuals who wish to divert their mail from one address to another for a set period of time. If more than one named individual's mail is to be redirected, instructions are required for each named individual. In order to set up a redirection, certain personal details are required in order to verify identity. Security checks are built into the redirection system and require any payment to be made using a credit or debit card registered in the name of the redirectee in order for the request to be processed. On-line or telephone applications which require the use of a credit or debit card are verified using a payment processing system which checks whether the relevant account has sufficient funds available and whether the card has been reported lost or stolen. We also run checks on the address provided and the Card Verification Code. This payment processing system is widely used within the financial field.

I note your point about the fraudulent identification and the processing of the application by Post Office Counters. If more than one named individual's mail is to be redirected, instructions are required for each named individual. In order to set up a redirection, certain personal details are required in order to verify identity. A customer requesting a Redirection Service must provide two relevant forms of identification, which are not easily attained by anyone other than the appropriate party.

In addition, the creation of a redirection triggers the issue of a letter to the original address to advise the occupier that a redirection has been applied for, and to check that the applicant is entitled to redirect their mail from that address. The envelope Royal Mail uses for this purpose is specifically designed to be easily and readily identified when it arrives at the address from which the Redirection is due to start. This further measure helps us to safeguard our customers' mail.

Royal Mail denies that it is indifferent to the victims of fraud. At this time we have no plans to change the current application process or the types of identification we accept. It would not be for Post Office counters staff to question the validity of a signature. However we will continue to, as with any of our services, reassess the process we have in place. Furthermore, our work includes identifying patterns of potential fraud and ensuring the police, who are the lead investigatory authority, have all the relevant information they need in their work to tackle fraud crime.

I note your point on retaining the proof of identity and waiting for a response to the letter sent to the "old " address, however given the number of Redirection applications made on a daily basis this would not be operationally viable and we must always balance the cost of the service against the security measures we take. Whilst we always try to maintain the balance between robust security controls and the customer experience when buying and using our products, at the forefront of our strategies is ensuring that we are 'easy to do business with' so it is important to apply security measures that are proportionate to the risks particularly when the vast majority of applicants are genuine.

In conclusion, I am very sorry for the distress you have experienced as a result of this matter. Under the circumstances I can only apologise and assure you that when, on occasion, problems do occur, they are dealt with in a prompt and professional manner to save our customers any further inconvenience.

Yours sincerely


Royal Mail Headquarters

5th Floor, 148 Old Street, LONDON, EC1V 9HQ
Tel: 020 7250 2888 Fax: 020 7250 2030 Textphone: 08456 000 606

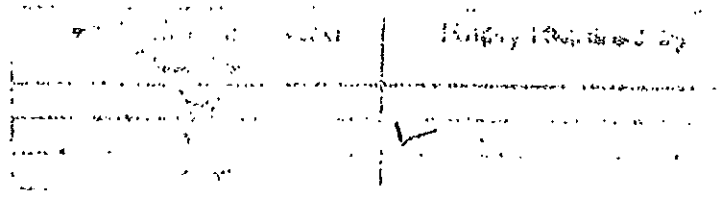
The Postal Review Panel will independently review your case should you remain unhappy following the outcome of the full investigation by Royal Mail. They can be contacted by emailing postalreview@royalmail.com, or by writing to Freepost Postal Review Panel. Please quote the reference number at the top of this letter.

011 00



19 March 2009

Mr Adam Crozier
Royal Mail Holdings plc
148 Old Street
London
EC1V 9HQ



Dear Mr Crozier,

I write this letter to you recognising that you will probably never read it and are probably too consumed with other issues to care.

The good news is that the way in which Royal Mail have contributed to attempts to steal my identity is causing me and my friends much amusement as I will explain. Luckily I believe I have thwarted the attacks as I would not have found it so amusing had this not been the case.

When I wrote my letter dated 27 February 2009 my wife and I had been subjected to two attempts to have our mail redirected. I now understand from your Redirection Centre that a third attempt has also been made.

I would welcome your views on the following concerns following the receipt of the attached letters from the Redirection Centre and your Freedom of Information Coordinator:

- You will understand my concern that if I had been on holiday when the attempts were made I could have returned to find the fraud attempt had been successful and I have not received a response to my request to put a marker against my address to prevent any further redirect attempts. However I was phoned today by another credit card company about a bogus application which caused me to think that another application had been made. I phoned the Redirection Centre who informed there had been an application on 28 February but this had been rejected without informing me because of a marker against my address. This is good news and it would have been useful for me to have known that.

By the way your automated answering service is tortuous.

- I would like to know why Royal Mail do not put better controls into the system e.g. when a request for redirect is made send out a letter to the address to be redirected and only put the redirect in place once you have received a response to that letter. I recognise that this would add a small delay into the process and it is possible that some customers who have not acted promptly will have moved out before requesting a redirect. Those customers would have to make their own arrangements and would be the cost they would pay for poor planning.
- I do not believe that Stockport Road Post Office acted with Due Diligence and Care. They have accepted a signature "Potter Andrew" which is clearly incorrect and should have been rejected. Please advise me whether it was acceptable for such an obvious forgery to be accepted.
- I am doubtful that they had the requisite proof of identity for both my wife and I. It is possible that the fraudsters produced a joint bank account however the Job Centre document could only be in one name. Please confirm whether your procedures have been followed.
- Please confirm whether you take copies of the documents provided as proof of identity and if not, why?
- I got the information I requested with regard to the application at the Post Office from the Redirection Centre while your Freedom of Information Team required me to fill in another form before providing information. It is with some irony I note that this form had to be accompanied by proof of identity.

I look forward to your response with some interest.

Yours sincerely

A large black rectangular redaction box covering the signature area.

Andrew Potter