

Letter to the Editor

Letter

By Richard Crowhurst

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Postman pat

From Mr Richard Crowhurst

Sir, I read about Heather McGregor's dealings with Royal Mail (Micromanager, Money, September 17) with interest.

On two occasions Royal Mail lost letters that I had posted, leaving me out of pocket by a total of £760. One of the letters was a claim for a refund and the other contained important forms relating to the terms of our mortgage. Because of the delay, two monthly mortgage payments were made in error.

After months of correspondence I received a book of first-class stamps and a cheque for £28. I was informed that this was the limit of Royal Mail's cover for direct losses.

I smiled at Ms McGregor's reference to a "mass-produced and not personally signed" letter. The following passage from one of Royal Mail's letters is enlightening: "That some paragraphs in our responses to you appear to have been cut and pasted . . . is simply because certain phrases provide the best explanation on a set subject. The intention

is not to create an impression that a standard response has been used."

I wish Ms McGregor every success in following up her claim. But based on my level of compensation, I would warn her not to expect more than a postal order for £4.25.

Yours faithfully,
RICHARD CROWHURST,
Spalding,
Lincolnshire.

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