MARG KIDD

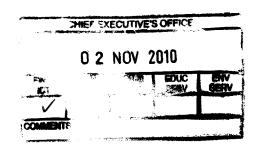


PO Box 33 ROSS-ON-WYE HR9 9WA

29th October 2010

Mr A Keddie Chief Executive Moray Council Council Offices High Street ELGIN IV30 1BX

18100 12945 )&2 (2016)7645822/4198/001



O3 NOV ZUIU

Dear Mr Keddie.

I am writing to tell you about a change to the Terms and Conditions for Special Delivery™, purchased on your account. With effect from 1st December 2010, the current twelve month limit for claiming compensation for loss or damage will be reduced to three months.

Any Special Delivery item posted before 1st December 2010 is still covered by the 12 month notification period. Items posted on and after 1st December 2010 will be subject to the new three month notification period.

For further information please visit www.royalmail.com/sdterms or call 08457 950 950\*.

Vours sincerely,

Joe Merican,

Special Delivery™ Product Manager

Calls may be increded monitored and used for training and compliance purposes.