

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

1 945 08 2 00 07645822/4198/001

CHIEF EXECUTIVE'S OFFICE

02 NOV 2010

PAID	EDUC SERV	ENV SERV
------	-----------	----------

COMMENTS

03 NOV 2010

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](http://www.royalmail.com/sdterms) or call 08457 950 950\*.

Yours sincerely,

Joe Merican,  
Special Delivery™ Product Manager

Calls may be recorded, monitored and used for training and compliance purposes.