2008 ANNUAL REPORT
Presented to Canada Post’s Board of Directors
26th March 2009
REQUESTS FOR ASSISTANCE
3-YEAR TREND

VOLUME

- 2008: 8041
- 2007: 6921
- 2006: 7290

16% INCREASE YOY

VOLUME RATIO PER POINT OF CALL (1/10,000)

- 2008: 5.5
- 2007: 4.8

15% INCREASE YOY
### TOP 10 COMPLAINTS INVESTIGATED

#### YEAR OVER YEAR CHANGE

<table>
<thead>
<tr>
<th>Year</th>
<th>Cases</th>
<th>Year-Over-Year Change</th>
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<tbody>
<tr>
<td>2008</td>
<td>2635</td>
<td>19% INCREASE YOY</td>
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<tr>
<td>2007</td>
<td>2210</td>
<td></td>
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</tbody>
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#### Top 10 Complaints

- Letter mail: +6%
- Customer service: +25%
- Delivery employee: +29%
- Xpresspost (all): +45%
- Domestic parcel (all): +21%
- Int’l/USA parcel (all): +11%
- Mode of delivery: +47%
- Delivery depot: +30%
- Redirection: +22%
- Retail employee: -16%

Top 10 Complaints = 2635 cases investigated = 79% of caseload
TOP 10 COMPLAINTS INVESTIGATED
1. LETTERMAIL – REG’L DISTRIBUTION

2007: 548 CASES
2008: 583 CASES
6% INCREASE YOY

CRM enquiries on lettermail handled by Customer Service increased by 3% YOY

3 CAUSES ACCOUNT FOR 84% OF ALL LETTERMAIL COMPLAINTS:

Misdelivery: 46%
Loss: 22%
RTS: 16%
TOP 10 COMPLAINTS INVESTIGATED
2. CUSTOMER SERVICE – REG’I DISTRIBUTION

2008: 509 CASES
2007: 406 CASES
25% INCREASE YOY

2 CAUSES ACCOUNT FOR 99.6% OF ALL CUSTOMER SERVICE COMPLAINTS:

Unreasonable decision: 51%
Poor service: 48%

Volume ratio per point of call
(1/10,000): 0.3
No change YOY
TOP 10 COMPLAINTS INVESTIGATED
3. DELIVERY EMPLOYEE – REG’L DISTRIBUTION

2008: 280 CASES
2007: 217 CASES
29% INCREASE YOY

2 CAUSES ACCOUNT FOR 80% OF ALL COMPLAINTS INVOLVING THE DELIVERY EMPLOYEE:

Poor service: 53%
No delivery: 27%

+100%  +30%  +17%  +65%  +27%  -20%

ATL  QUE  GTA  HUR  PRAI  PAC
TOP 10 COMPLAINTS INVESTIGATED
4. XPRESSPOST – REG’L DISTRIBUTION

3 CAUSES ACCOUNT FOR 72% OF ALL XPRESSPOST COMPLAINTS:

- Loss: 41%
- Delay: 22%
- Misdelivery: 9%

CRM enquiries on Xpresspost handled by Customer Service increased by 17.2% YOY

45% INCREASE YOY

2008: 272 CASES
2007: 187 CASES

+78% +33% +32% +50% +76% +30%

ATL  QUE  GTA  HUR  PRAI  PAC

+62% +67% +47%
TOP 10 COMPLAINTS INVESTIGATED
5. DOMESTIC PARCELS – REG’L DISTRIBUTION

2008: 241 CASES
2007: 200 CASES
21% INCREASE YOY

CRM enquiries on Domestic Parcels handled by Customer Service increased by 3.1% YOY

3 CAUSES ACCOUNT FOR 82% OF ALL PARCEL COMPLAINTS:

Loss: 51%
No delivery attempt / safe drop: 19%
Misdelivery: 12%
TOP 10 COMPLAINTS INVESTIGATED
6. INT’L / USA PARCEL – REG’L DISTRIBUTION

- 11% INCREASE YOY

- CRM enquiries on Int’l / USA Parcels handled by Customer Service increased by 4.6% YOY

3 CAUSES ACCOUNT FOR 74% OF ALL INT’L / USA PARCEL COMPLAINTS:

- Loss: 46%
- RTS: 15%
- Delay: 13%

2008: 202 CASES
2007: 182 CASES
TOP 10 COMPLAINTS INVESTIGATED
7. MODE OF DELIVERY – REG’L DISTRIBUTION

Unreas. Dec. Access Location
3 CAUSES ACCOUNT FOR 92% OF ALL MODE OF DELIVERY COMPLAINTS:

Unreasonable decision: 38%
Access: 29%
Location: 25%

2008: 165 CASES
2007: 112 CASES
47% INCREASE YOY

RMB Safety
+2% +85% +273%

Unreas. Dec. Access Location
TOP 10 COMPLAINTS INVESTIGATED
8. DELIVERY DEPOT – REG’L DISTRIBUTION

1 CAUSE ACCOUNTS FOR 95% OF ALL DELIVERY DEPOT COMPLAINTS:

Poor service: 95%
( includes discourtesy, no response, no follow up )
TOP 10 COMPLAINTS INVESTIGATED
9. RETAIL EMPLOYEE – REG’L DISTRIBUTION

2 CAUSES ACCOUNT FOR 96% OF ALL COMPLAINTS INVOLVING RETAIL EMPLOYEES:

- Poor service: 72%
- Unreasonable decision: 24%

CRM enquiries on Retail issues handled by Customer Service increased by 25% YOY
TOP 10 COMPLAINTS INVESTIGATED
10. REDIRECTION – REG’L DISTRIBUTION

+100%  -32%  +0%  -12%  -17%  -29%

2008: 112 CASES
2007: 133 CASES

16% DECREASE YOY

CRM enquiries on redirection handled by Customer Service decreased by 7% YOY

1 CAUSE ACCOUNTS FOR 85% OF ALL REDIRECTION COMPLAINTS:

Poor service: 85%
( no delivery, sporadic delivery )
2008 CASELOAD OVERVIEW NATIONAL

8041 Requests for Assistance

3494 CASES INVESTIGATED (43%)

4547 - Closed at intake (57%)

2163 Recommendations to CPC (62%)

1179 Cases (34%) Investigation discontinued

1252 (58%) Change CPC Decision

911 (42%) Support CPC Decision

152 Resolutions (4%) Pending

152 – carryover to 2009

810 – Corrective measures (65%)

440 – Compensation (35%)

2 – Policy / Guidelines (<1%)

152 – carryover to 2009

2008: 57%

2007: 43%

2007: 66%

2007: 29%

2007: 65%

2007: 35%

2007: 53%

2007: 46%

2007: <1%
OVERVIEW OF COMPLAINT RESOLUTIONS

2163 Recommendations to Canada Post

911 (42%)
Support CPC Decision

1252 (58%)
Change CPC Decision

810
Corrective Measures (65%)

440
Compensation (35%)

2
Policy / Guidelines (<1%)

Mail monitoring
Letter of apology
COAN extension
UMO / RPO searches
CMB lock change

Top 10 = 92% cases

Definition of Address / Addressee for Registered Mail
CMB Break & Enters: customer contact
Office was able to absorb a 17% YOY increase in closed cases investigated without incurring any significant delay in providing a final reply to the customer.
Launch of our web-based complaint process at end of September to increase customer access to our office: 657 online complaints received
26% of requests for assistance in Q4