

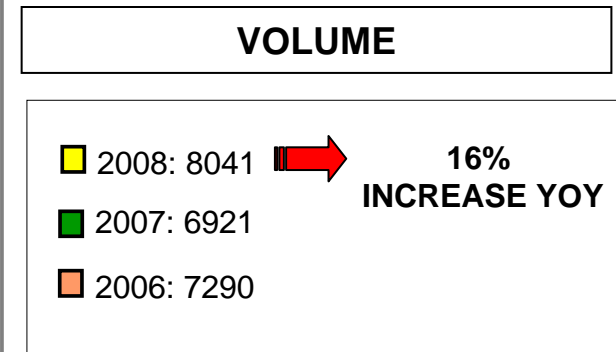
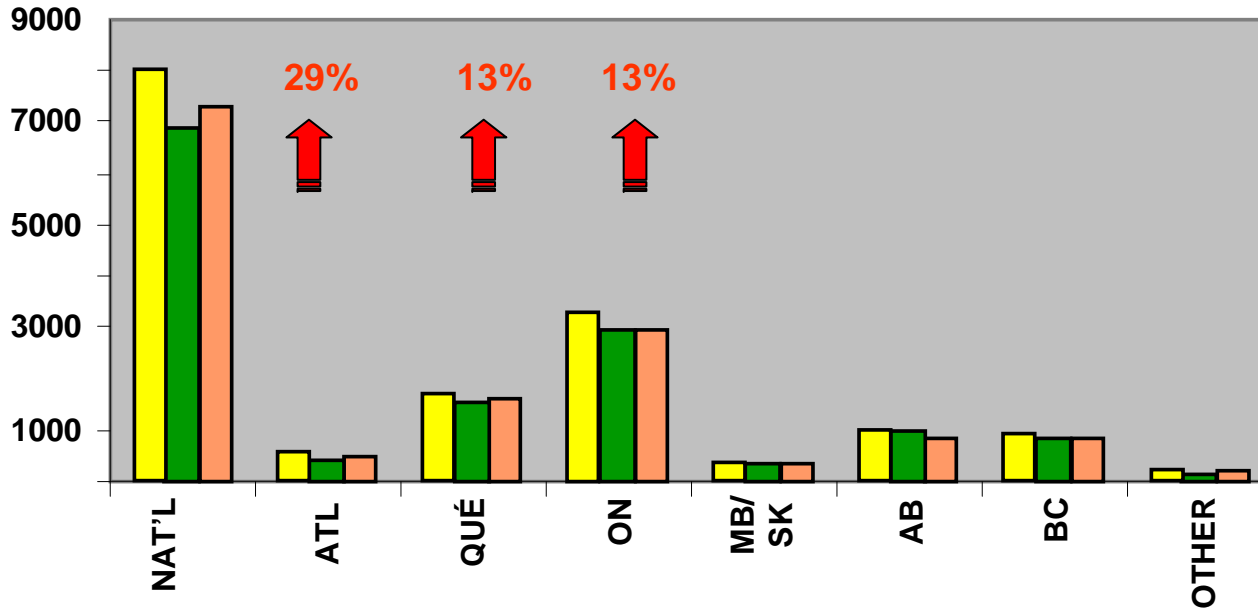


2008 ANNUAL REPORT

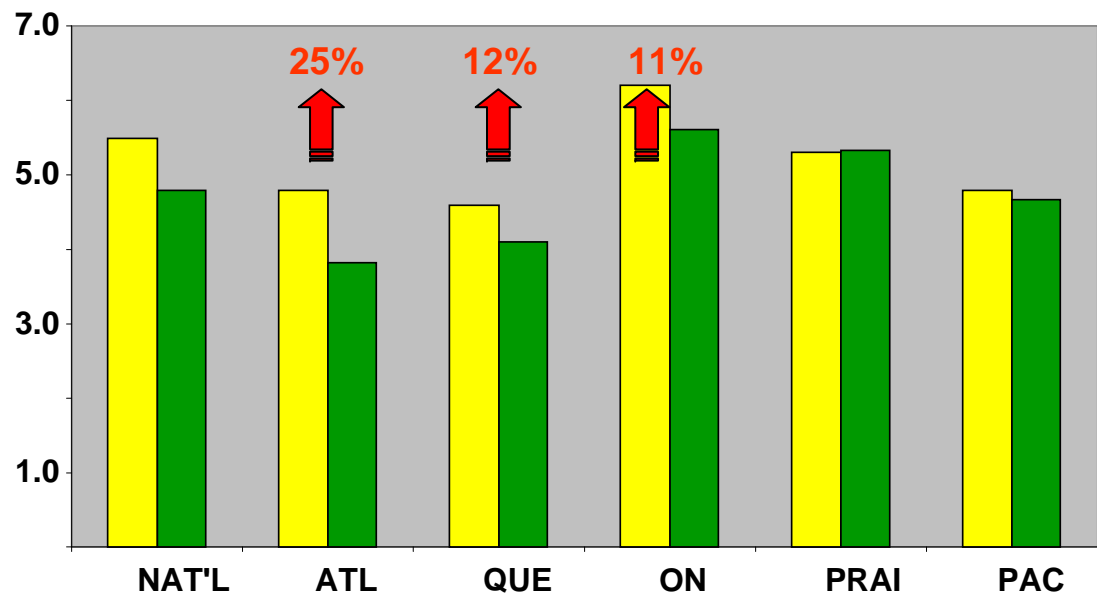
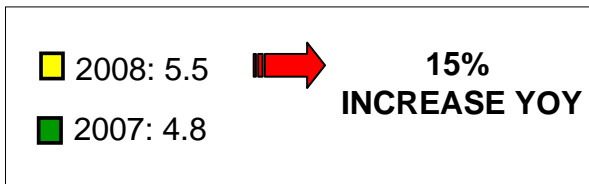
Presented to Canada Post's Board of Directors

26th March 2009

REQUESTS FOR ASSISTANCE 3-YEAR TREND



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



TOP 10 COMPLAINTS INVESTIGATED YEAR OVER YEAR CHANGE

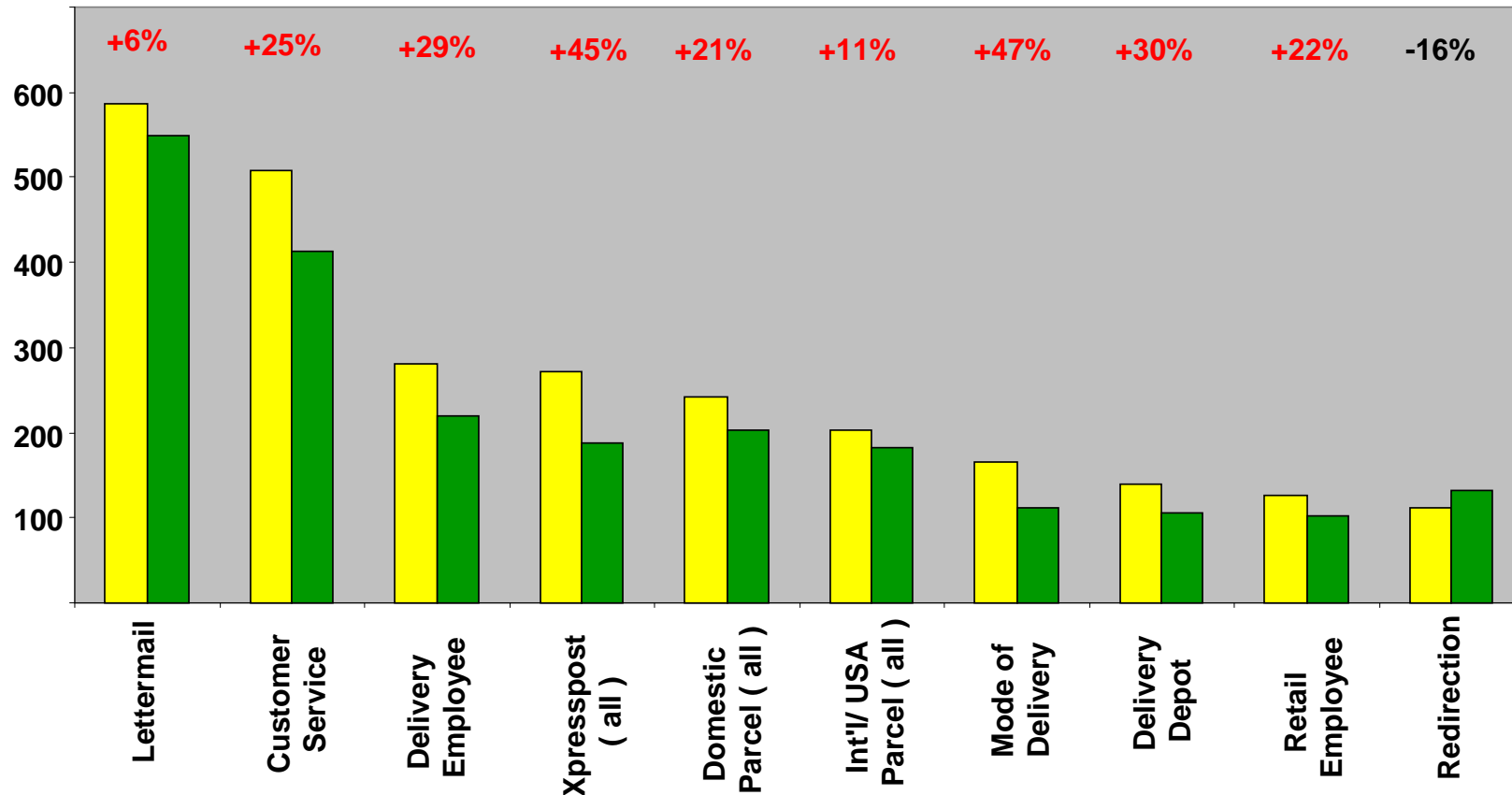


■ 2008: 2635 CASES
■ 2007: 2210 CASES

➔

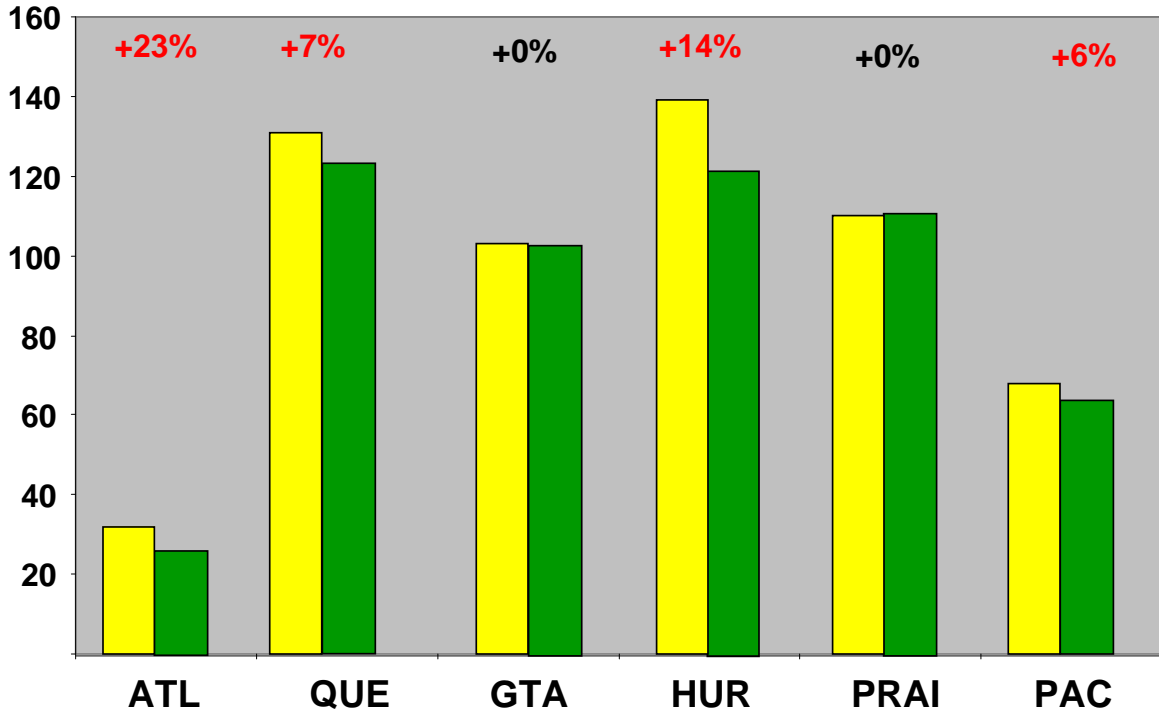
19% INCREASE YOY

**Top 10 Complaints = 2635 cases investigated
= 79% of caseload**



TOP 10 COMPLAINTS INVESTIGATED

1. LETTERMAIL – REG'L DISTRIBUTION



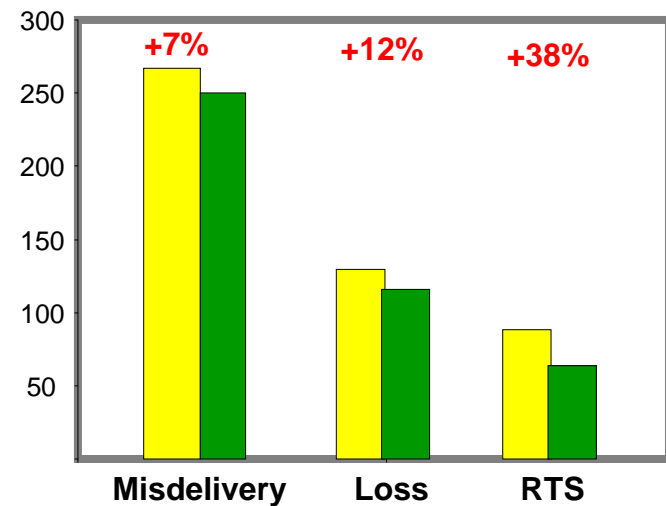
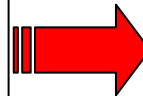
2008: 583 CASES
2007: 548 CASES

6% INCREASE YOY

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

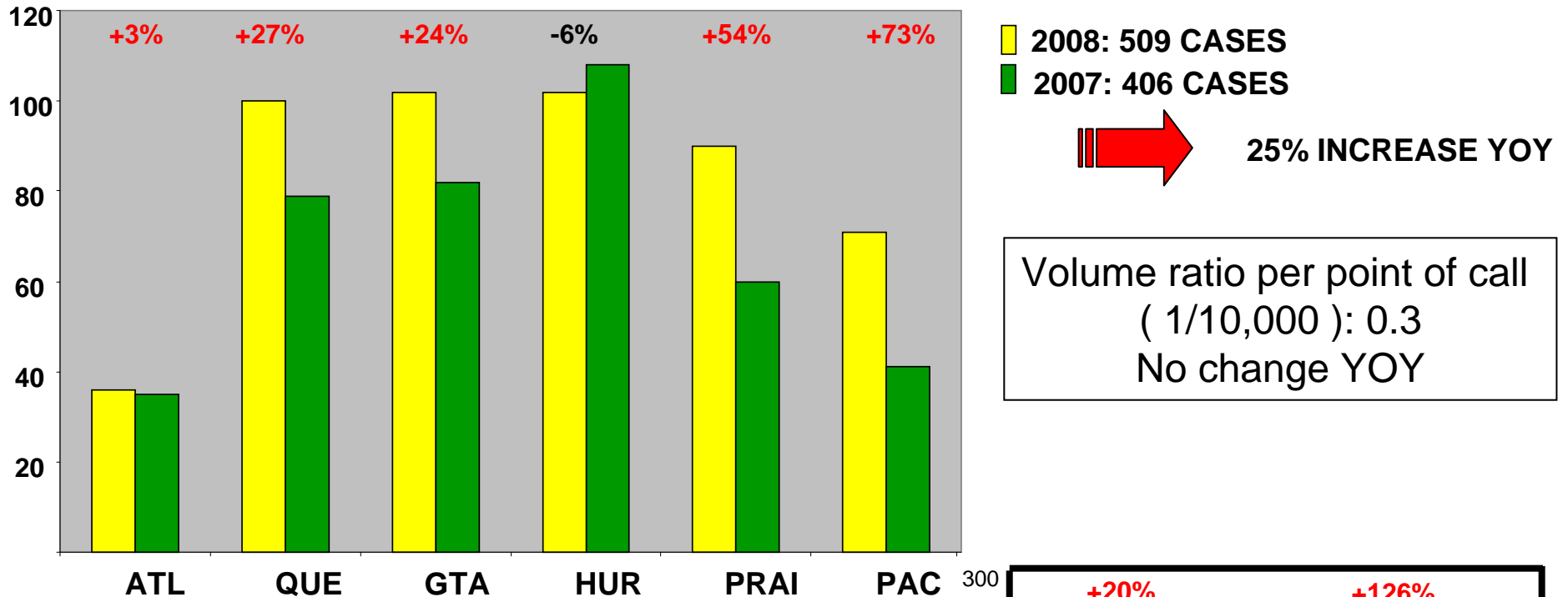
3 CAUSES ACCOUNT FOR 84% OF ALL LETTERMAIL COMPLAINTS:

Misdelivery: 46%
Loss: 22%
RTS: 16%



TOP 10 COMPLAINTS INVESTIGATED

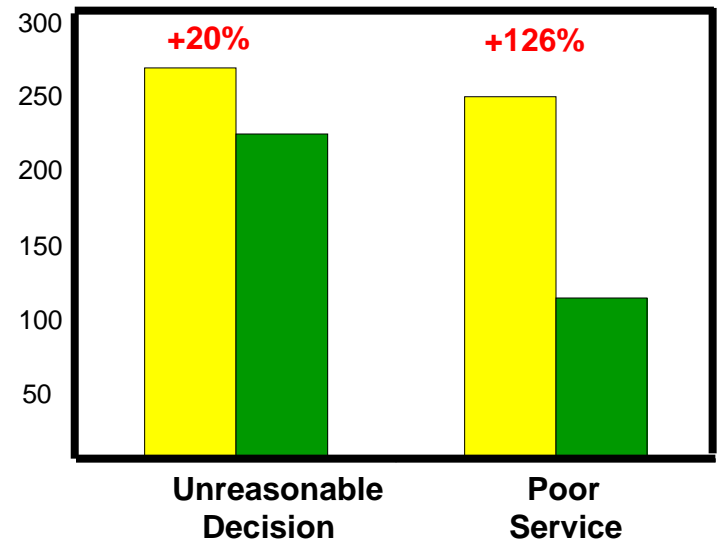
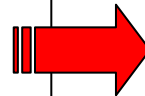
2. CUSTOMER SERVICE – REG’I DISTRIBUTION



Volume ratio per point of call
(1/10,000): 0.3
No change YOY

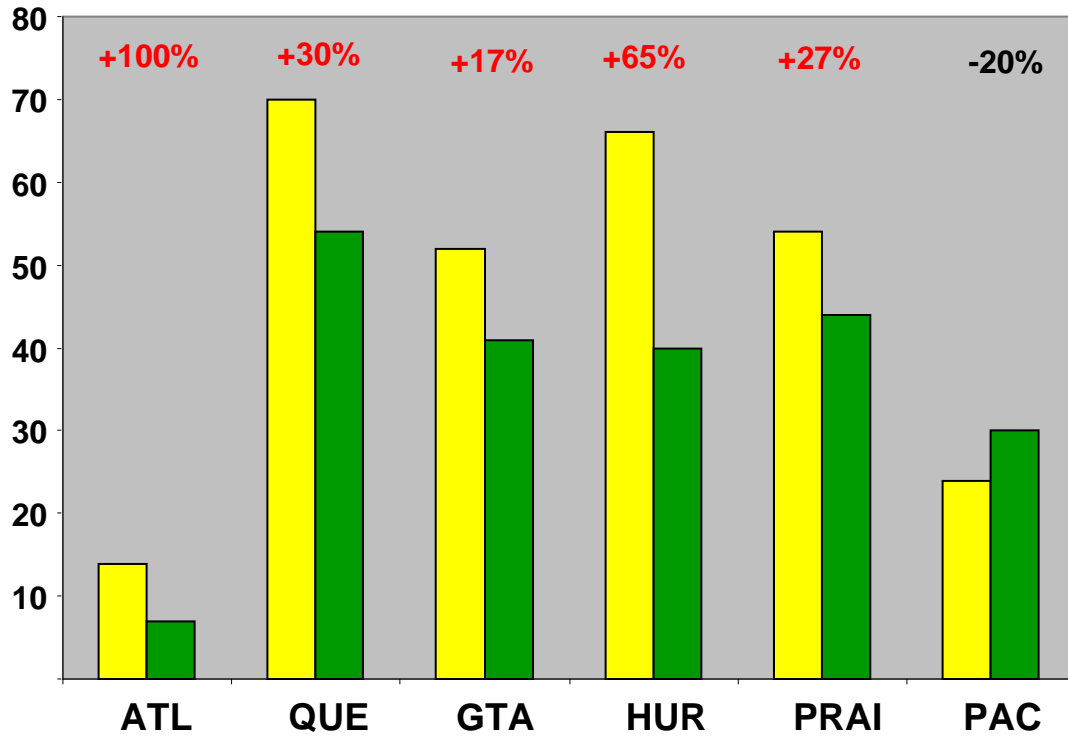
2 CAUSES ACCOUNT FOR 99.6% OF ALL CUSTOMER SERVICE COMPLAINTS:

Unreasonable decision: 51%
Poor service: 48%



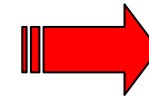
TOP 10 COMPLAINTS INVESTIGATED

3. DELIVERY EMPLOYEE – REG'L DISTRIBUTION



2008: 280 CASES

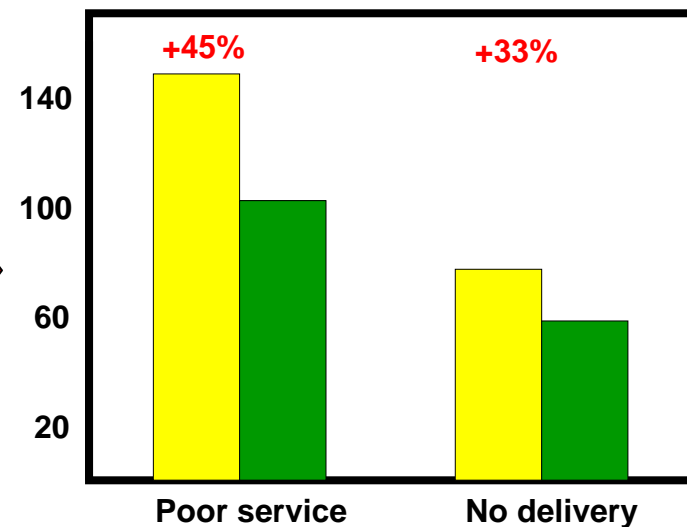
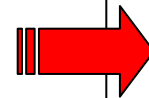
2007: 217 CASES



29% INCREASE YOY

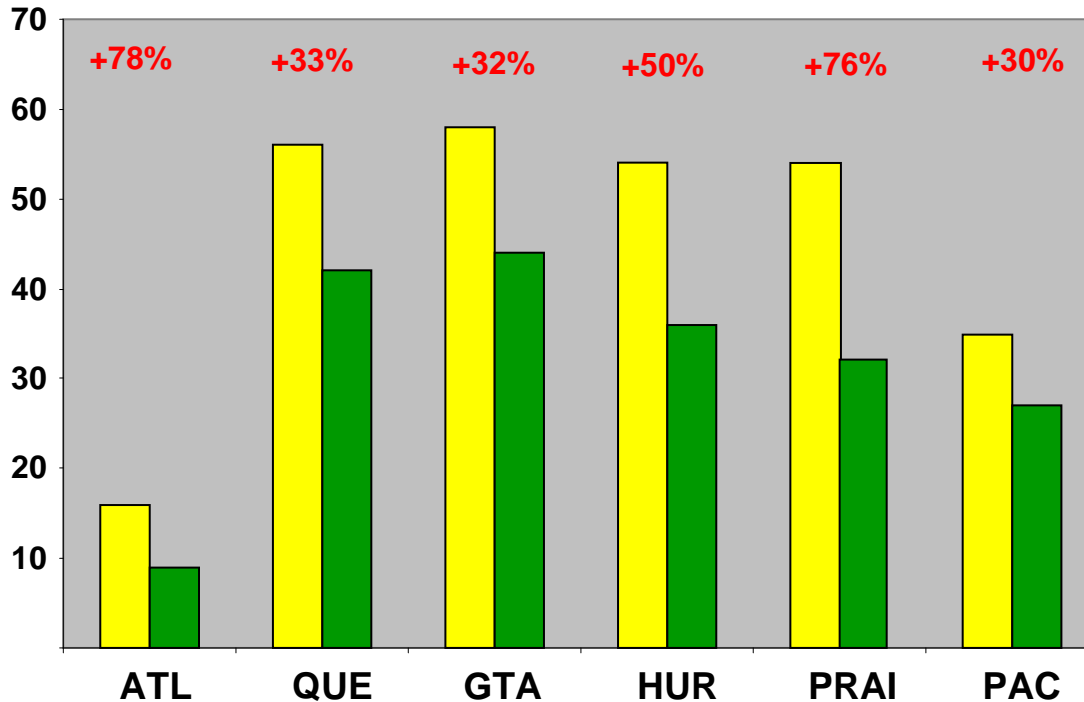
2 CAUSES ACCOUNT FOR 80% OF ALL COMPLAINTS INVOLVING THE DELIVERY EMPLOYEE:

Poor service:	53%
No delivery:	27%



TOP 10 COMPLAINTS INVESTIGATED

4. XPRESSPOST – REG'L DISTRIBUTION



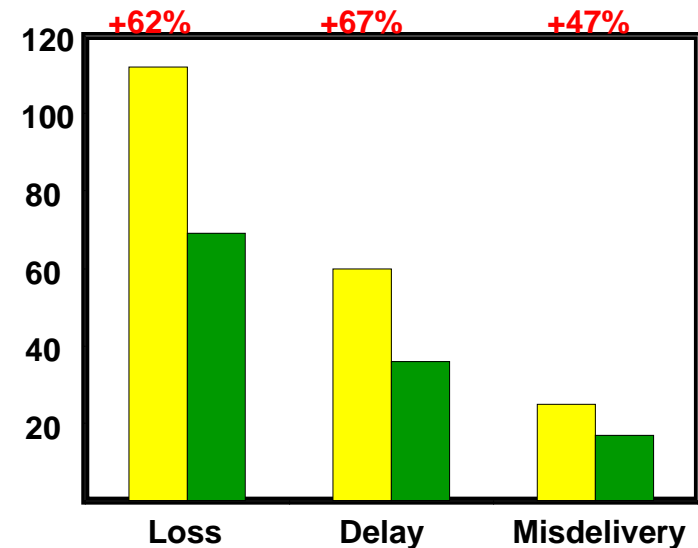
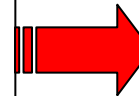
■ 2008: 272 CASES
■ 2007: 187 CASES

45% INCREASE YOY

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

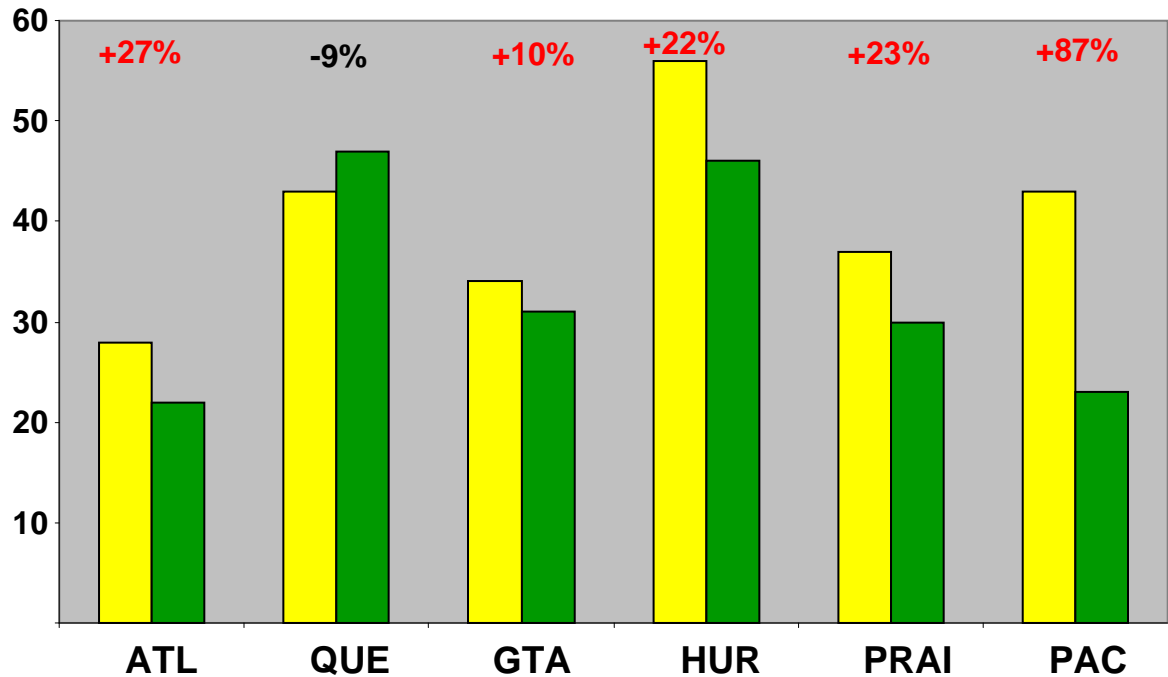
3 CAUSES ACCOUNT FOR 72% OF ALL XPRESSPOST COMPLAINTS:

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

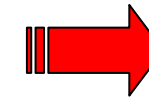


TOP 10 COMPLAINTS INVESTIGATED

5. DOMESTIC PARCELS – REG'L DISTRIBUTION



2008: 241 CASES
2007: 200 CASES

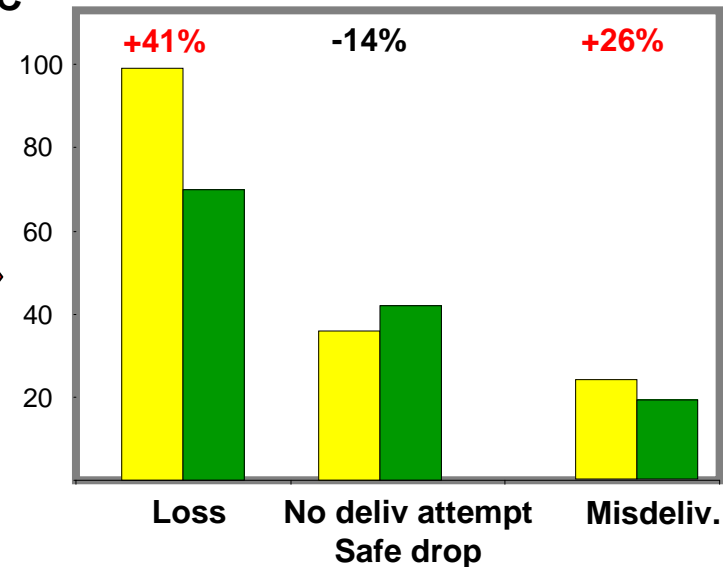
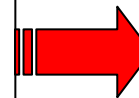


21% INCREASE YOY

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

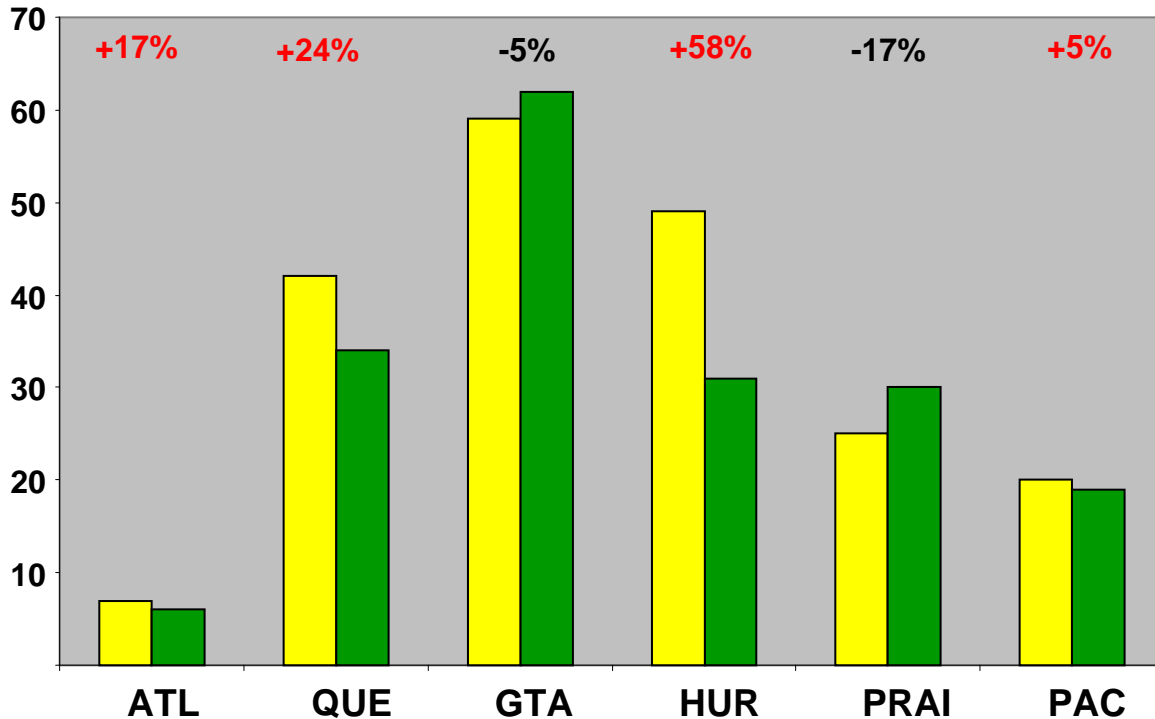
3 CAUSES ACCOUNT FOR 82% OF ALL PARCEL COMPLAINTS:

Loss:	51%
No delivery attempt / safe drop:	19%
Misdelivery:	12%



TOP 10 COMPLAINTS INVESTIGATED

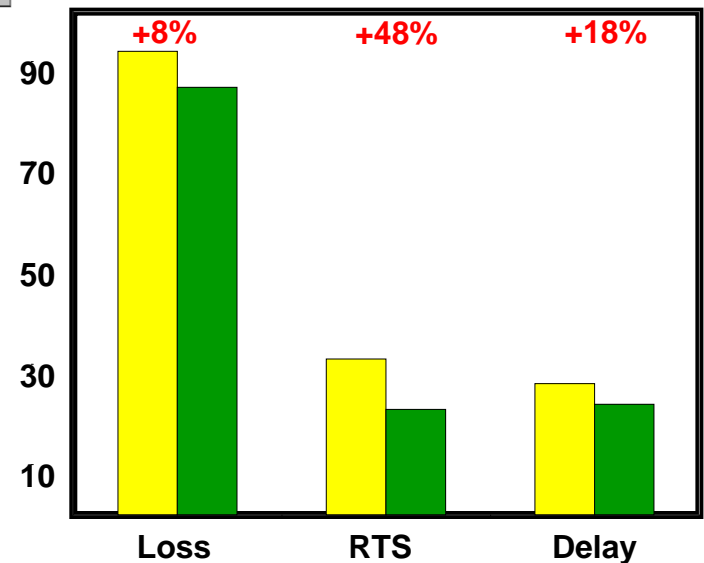
6. INT'L / USA PARCEL – REG'L DISTRIBUTION



■ 2008: 202 CASES
■ 2007: 182 CASES

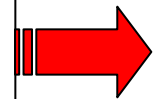
11% INCREASE YOY

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



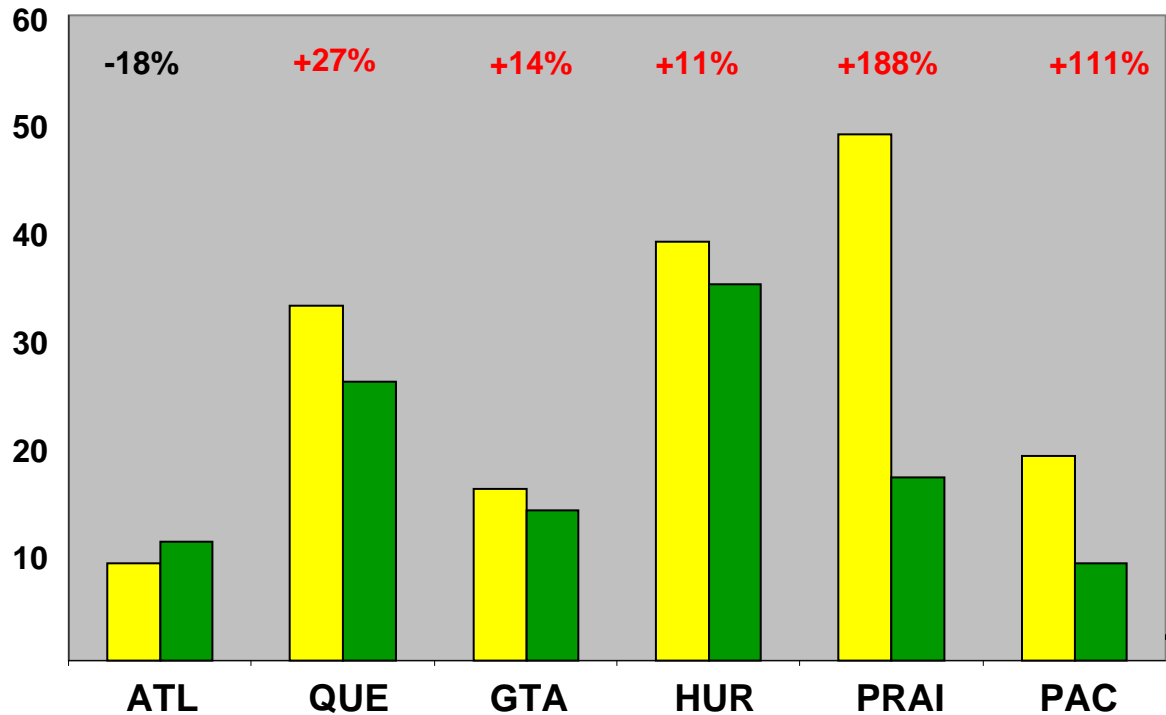
3 CAUSES ACCOUNT FOR 74% OF ALL INT'L / USA PARCEL COMPLAINTS:

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

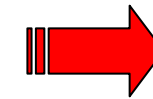


TOP 10 COMPLAINTS INVESTIGATED

7. MODE OF DELIVERY – REG'L DISTRIBUTION



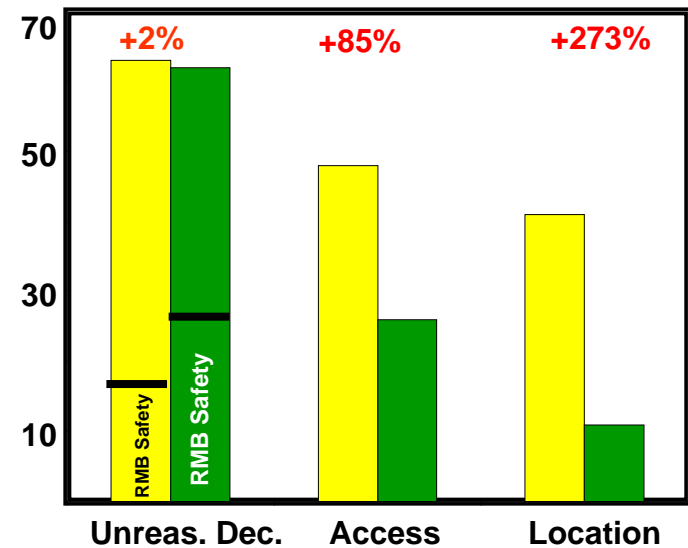
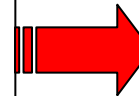
2008: 165 CASES
2007: 112 CASES



47% INCREASE YOY

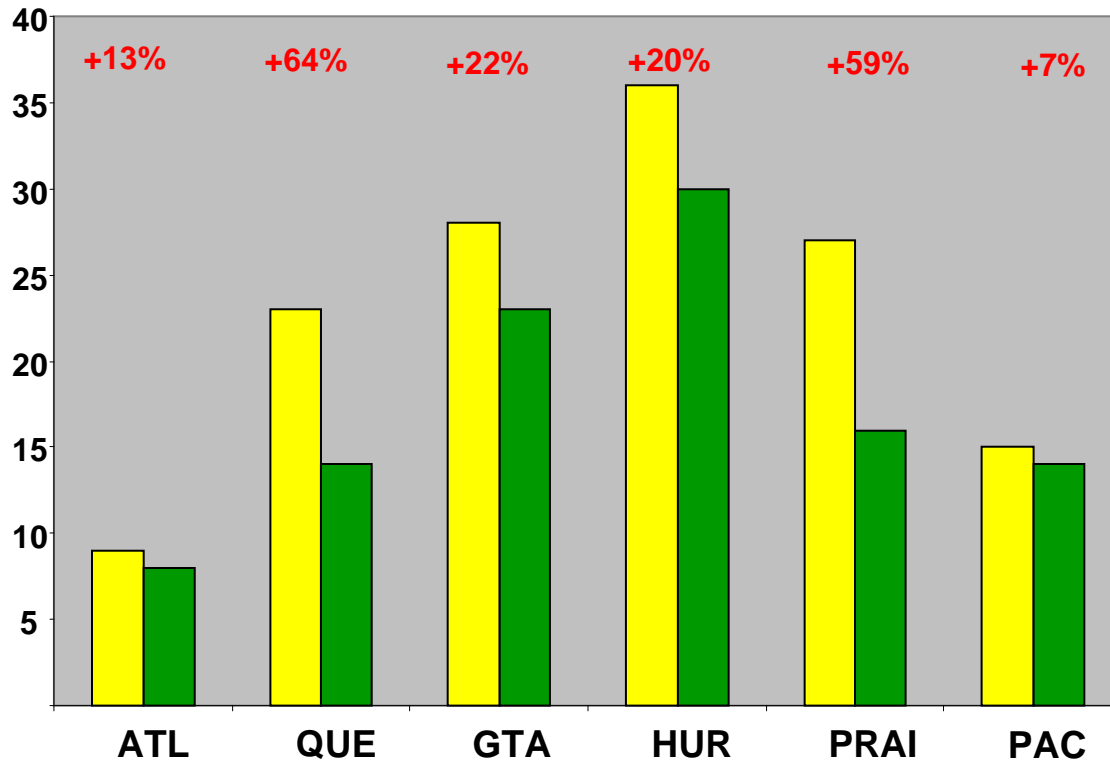
3 CAUSES ACCOUNT FOR 92% OF ALL MODE OF DELIVERY COMPLAINTS:

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

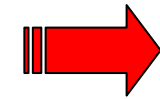


TOP 10 COMPLAINTS INVESTIGATED

8. DELIVERY DEPOT – REG'L DISTRIBUTION



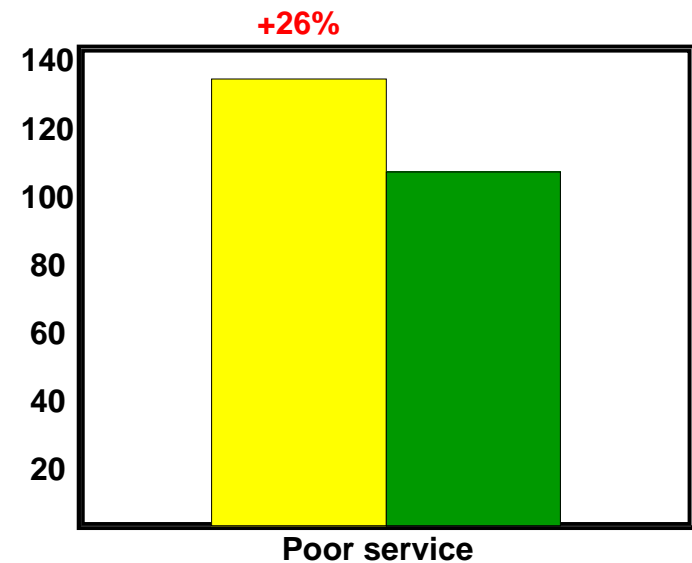
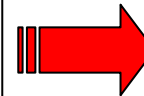
2008: 138 CASES
2007: 106 CASES



30% INCREASE YOY

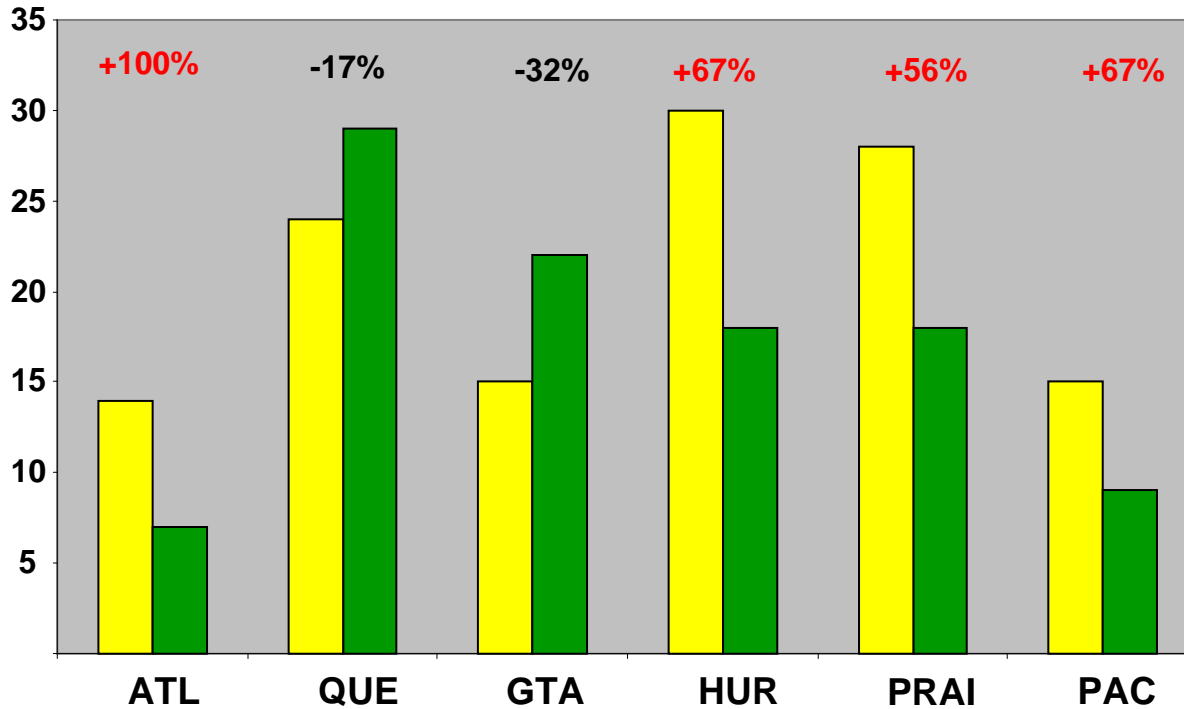
1 CAUSE ACCOUNTS FOR 95% OF ALL DELIVERY DEPOT COMPLAINTS:

Poor service: 95%
(includes discourtesy, no response, no follow up)

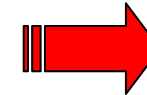


TOP 10 COMPLAINTS INVESTIGATED

9. RETAIL EMPLOYEE – REG'L DISTRIBUTION



2008: 126 CASES
2007: 103 CASES

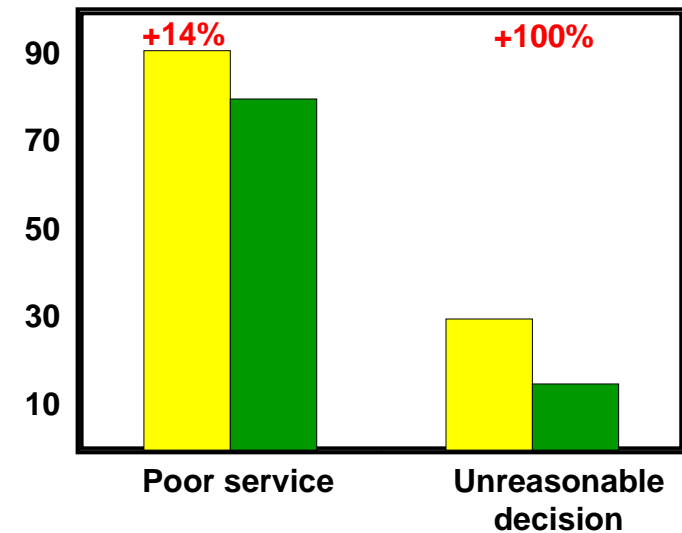
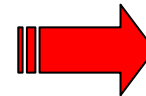


22% INCREASE YOY

CRM enquiries on Retail issues handled by Customer Service increased by 25% YOY

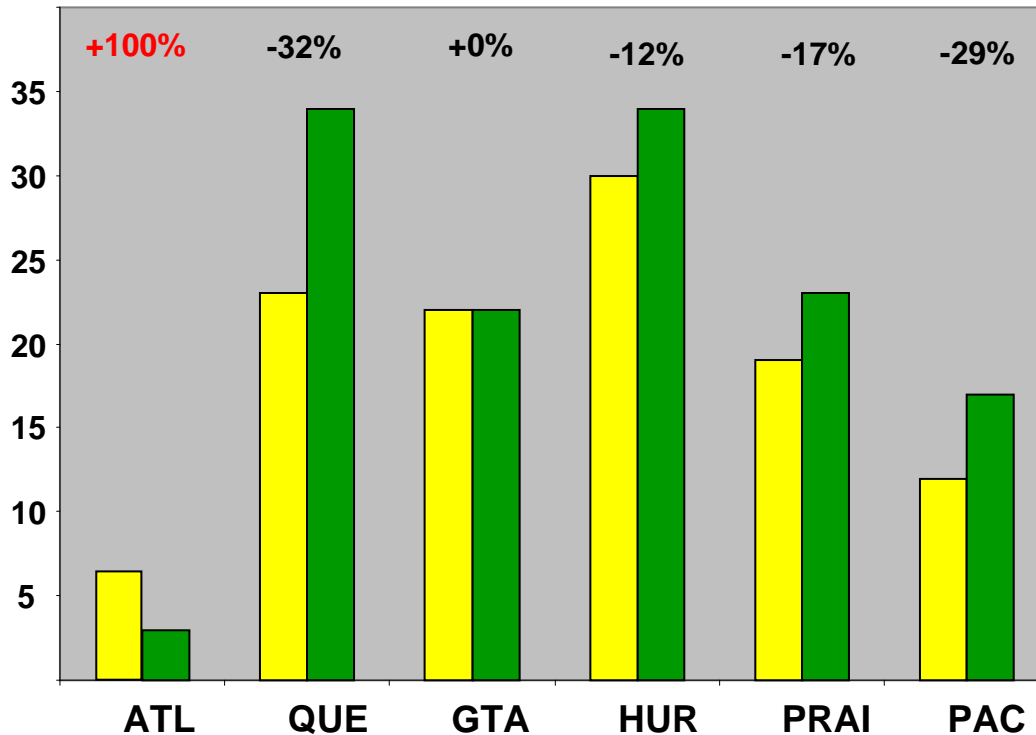
2 CAUSES ACCOUNT FOR 96% OF ALL COMPLAINTS INVOLVING RETAIL EMPLOYEES:

Poor service: 72%
Unreasonable decision: 24%



TOP 10 COMPLAINTS INVESTIGATED

10. REDIRECTION – REG'L DISTRIBUTION



2008: 112 CASES
2007: 133 CASES

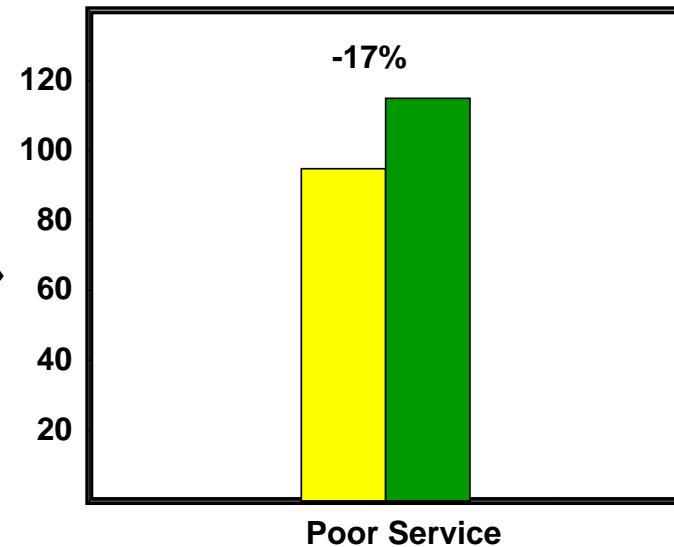


16% DECREASE YOY

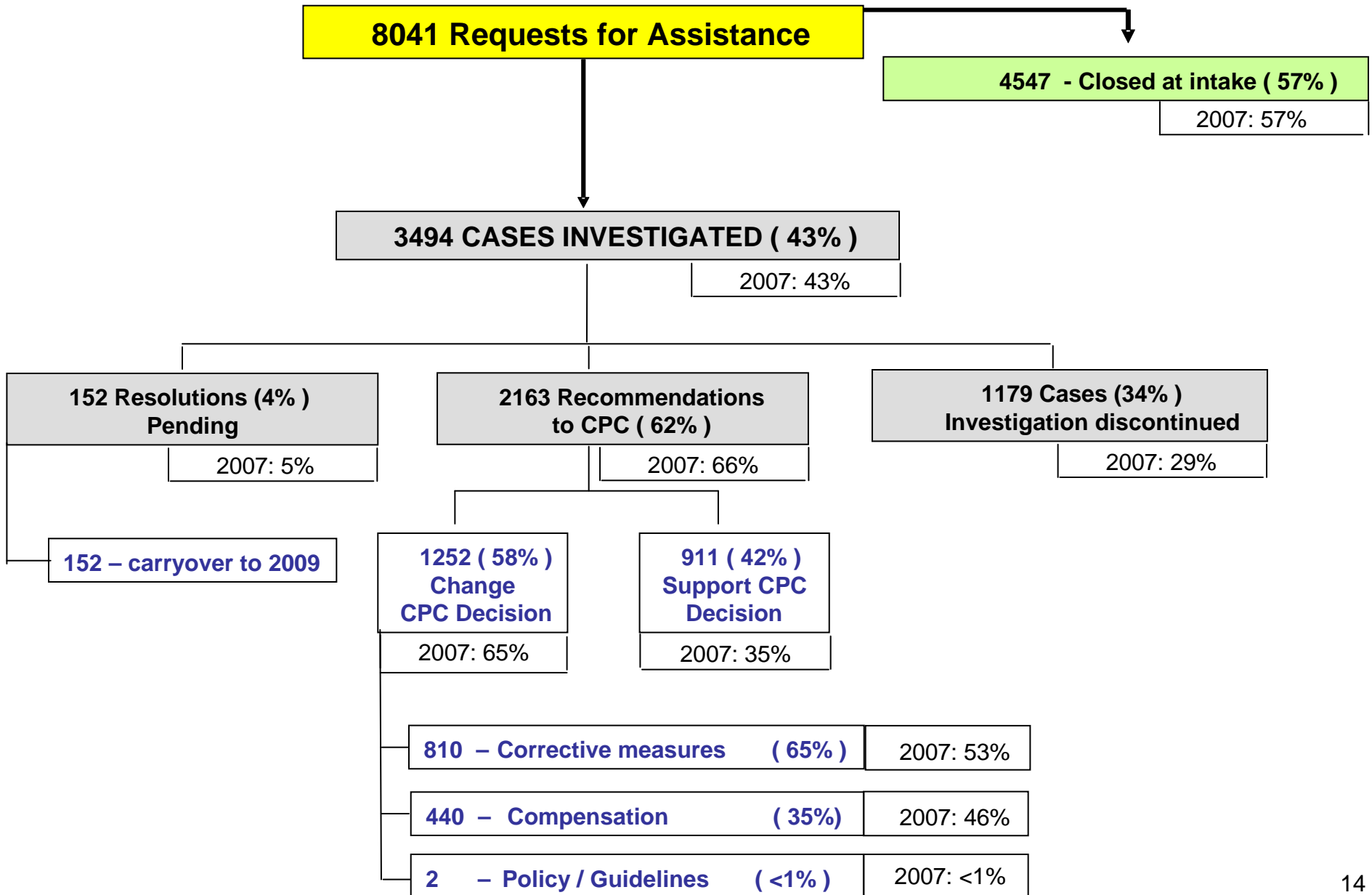
CRM enquiries on redirection handled by Customer Service decreased by 7% YOY

1 CAUSE ACCOUNTS FOR 85% OF ALL REDIRECTION COMPLAINTS:

Poor service: 85%
(no delivery, sporadic delivery)



2008 CASELOAD OVERVIEW NATIONAL



OVERVIEW OF COMPLAINT RESOLUTIONS



2163 Recommendations to Canada Post

911 (42%)
Support CPC Decision

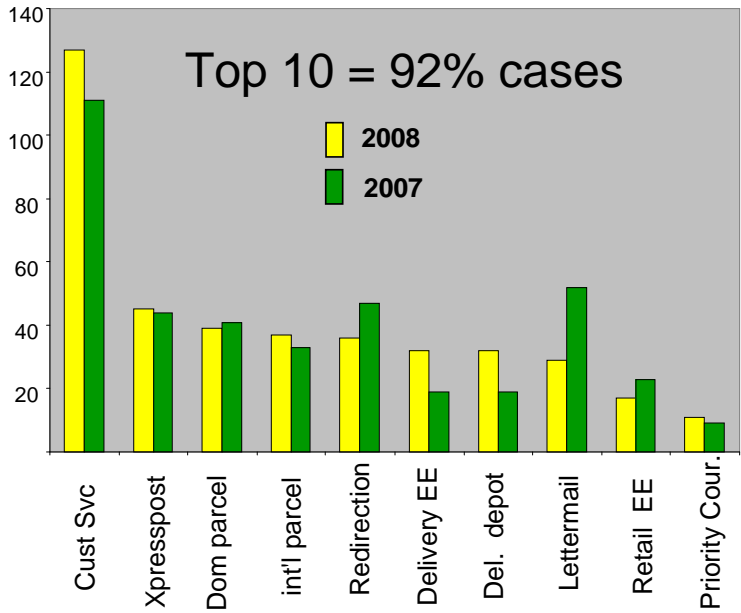
1252 (58%)
Change CPC Decision

810
Corrective Measures
(65%)

440
Compensation
(35%)

2
Policy / Guidelines
(<1%)

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



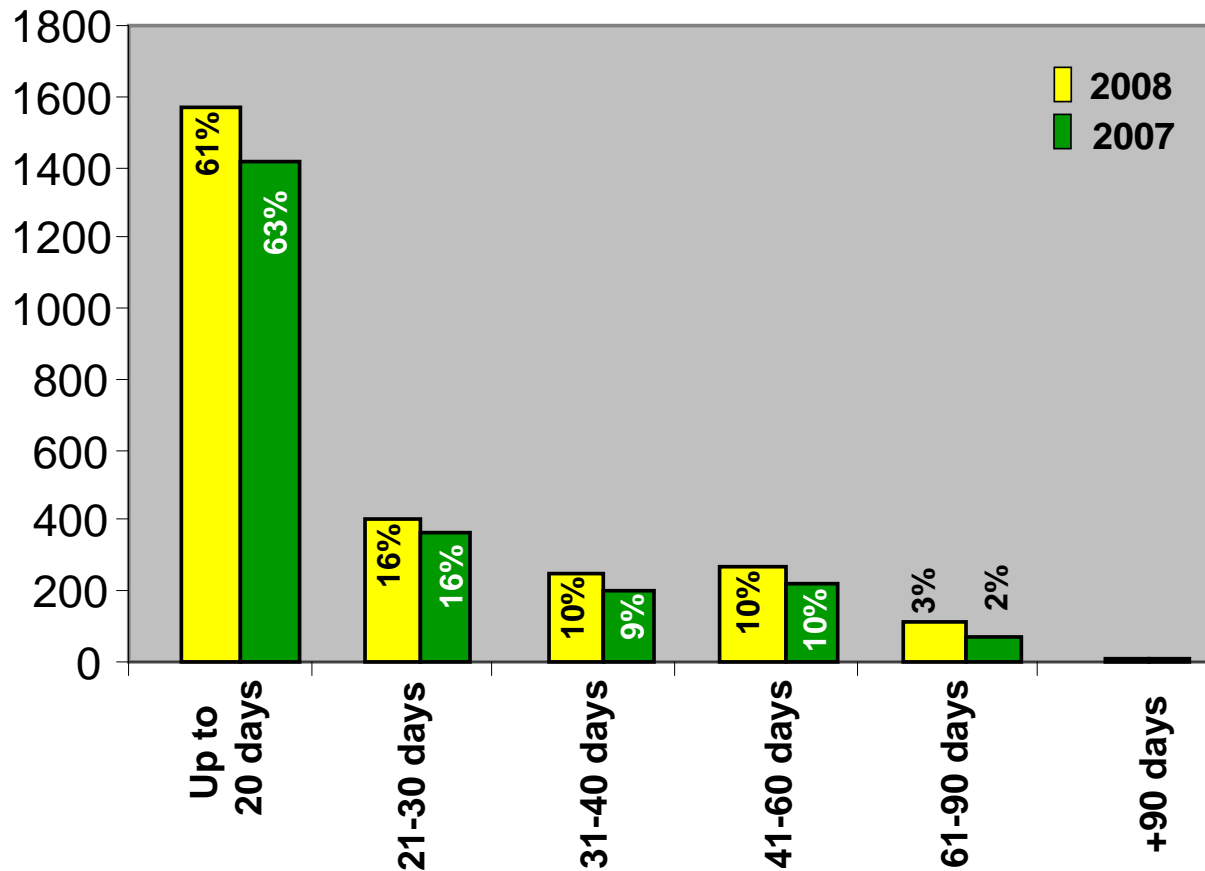
Definition of Address / Addressee for Registered Mail

CMB Break & Enters: customer contact

CASELOAD MANAGEMENT TIME TO CLOSURE



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.



**87% cases closed
within 40 days**

CASELOAD DISTRIBUTION BY QUARTER REQUESTS FOR ASSISTANCE



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

