

Highlight of the

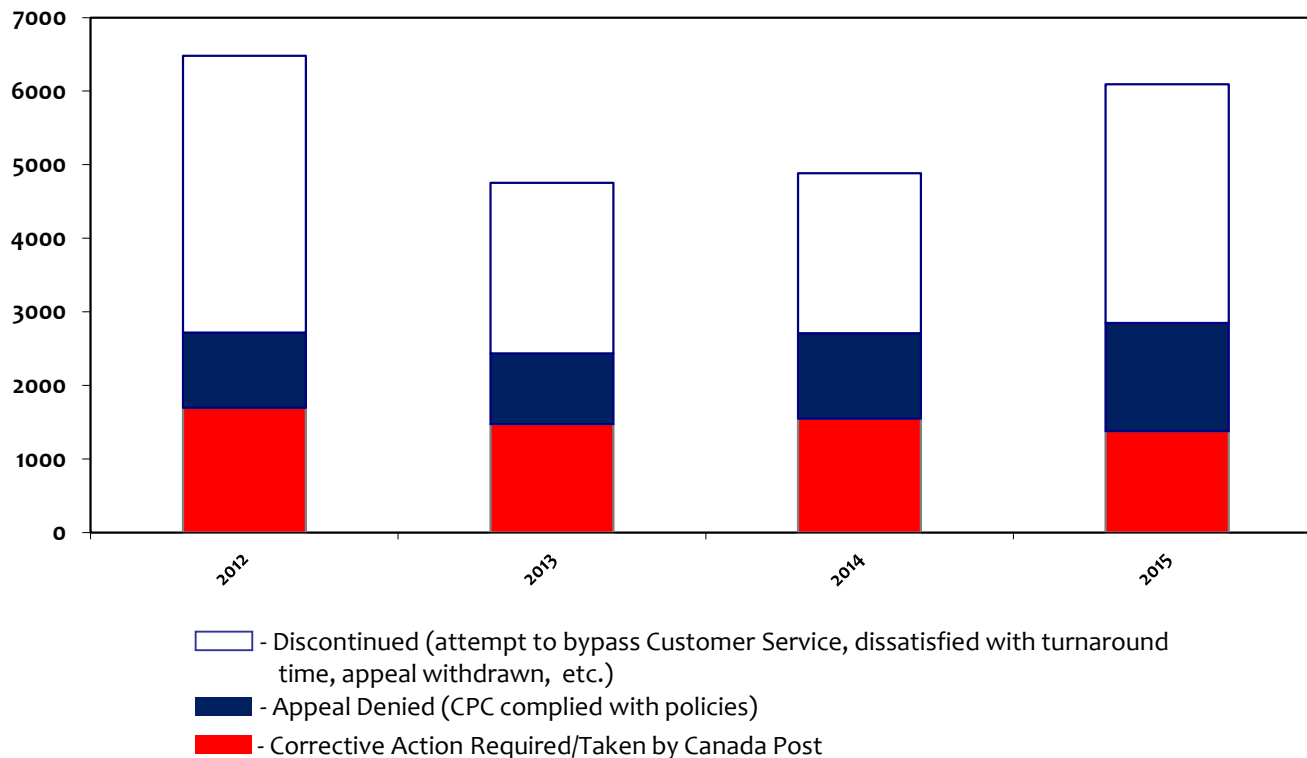
Appeals to the Ombudsman

in 2015



Overview of Appeals filed in 2015

- 6,092 appeals were filed in 2015 (25% increase over prior year) resulting in 2,847 investigations (5% increase)
- 48% of the cases investigated required corrective action by Canada Post Corporation (CPC) in the form of compensation and / or improved compliance to procedures
- In the remaining 52% of the cases, CPC had correctly applied its policies and procedures, and continued to improve over prior years
- The increase in customer appeals is driven primarily by the growth in CPC's eCommerce business, and the Community Mail Box (CMB) conversion program



Highlights of the Top Appeals

LOSS / THEFT

- **Loss / Theft of items mailed:** lack of scanning after item was inducted, lack of scanning at delivery (i.e. last scan at delivery facility). This is particularly an issue with large volume receivers, and with scans where GPS (when available) put the delivery employee at a different address / street.
- **Addressee is not the sender** therefore when item is lost, they are required to go back to the sender who purchased the postal service. This causes problems when the sender no longer wants to deal with the buyer (addressee). Although the transaction is between buyer/seller, once an item is scanned in Canada, senders are somewhat dismissive of the loss.
- **Loss/theft after delivery:** Items are either safe dropped at address or placed in mailbox (to-the-door delivery) and item taken after delivery. It can also apply to cases where item is scanned as delivered to CMB / Parcel compartment but addressee does not receive item (i.e. delivered to wrong compartment, parcel key placed in wrong compartment).

UNREASONABLE DECISION – CLAIMS / CUSTOMER SERVICE

- **Claims:** Customer wants more money than CPC is willing to provide customer.
- **Customer Service:** Call agents can provide compensation up to the empowerment amount, and the customer is not satisfied with the amount.

LOCATION

- **CMB Conversion Claims:** Customer wants location moved either because it is adjacent to their property, too far or at an unsafe location.
- **Mode of Delivery:** Customer does not agree with the mode of delivery CPC has assigned to their address, particularly in cases where the customer has received a free Post Office (PO) Box for years and they were recently advised that they had to pay for their box if they wanted to continue to receive mail at the box.
- **Call-For Site:** Would prefer another location either because it is more convenient or on their line of travel.
- **Street Furniture:** Customer would like grey relay box removed, Street Letter Box installed or moved closer.

POOR SERVICE – OPERATIONS

- **Delivery Depot:** Customers state that they have difficulty reaching staff; voicemail messages left for customers are often brief/difficult to understand and staff often do not leave their name / telephone number, staff is curt or discourteous, tends to “side” with the delivery employee.
- **Delivery Employee:** Does not close mailbox lid, Lock Box Assembly (LBA), CMB compartments; delivers flyers when customer has subscribed to the Consumers Choice program, crams items into mailbox thus damaging the mail item, crosses lawns, folds items marked ‘do not bend’, discourteous or avoids speaking to customers.

MISDELIVERY

- **Misdelivery of mail items,** particularly Lettermail™, continues to be a concern to customers given the increased concerns about identity theft.
- **Similar street names / numbers and numbered streets** (i.e. 112-234 12345 Street NW) continue to pose a challenge particularly when a replacement employee is on the route.



Service Charter Appeals 2015

1,716 appeals were filed in 2015 regarding Service Charter issues – an increase of 31% from the previous year - driven by the growth in eCommerce business

FREQUENT DELIVERY

Canada Post will deliver letters, parcels and publications five days a week (except for statutory holidays) to every Canadian address, except in remote areas where less frequent service may be necessary due to limited access to the community.

- 47 complaints investigated from consumers and businesses regarding lack of daily delivery due to unstaffed routes.
- 50% decrease in complaints investigated over 2014.

RELIABLE DELIVERY

Canada Post will deliver lettermail within a community within two business days; within a province within three business days; and between provinces within four business days.

- 161 complaints investigated; 52 of which required corrective action by Canada Post.
- 31% increase in complaints investigated over 2014 on on-time delivery performance.

SECURE DELIVERY

Canada Post will take into consideration the security and privacy of the mail in every aspect of mail collection, transmission and delivery.

- 1,071 complaints investigated with 36% requiring corrective action by Canada Post:
 - 778: loss/theft (incl. missing contents, damage);
 - 255: delivery to the wrong address;
 - 38: parcels left unattended in plain view.
- 52% increase in complaints investigated over 2014.

CONVENIENT ACCESS

Canada Post will provide an extensive network for accessing postal services that includes retail postal outlets, stamp shops and street letterboxes, as well as access to information and customer service through the Canada Post's website and call centres.

- 437 complaints received, a 11% increase over 2014:
 - 416: difficulty in accessing Customer Service (most were referred back to Canada Post for follow-up);
 - 4: access to retail and call-for sites;
 - 15: location of postal outlets;
 - 2: location of street letterboxes.

