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Our Ref - TN/MED1

Dear Sir/Madam

Changes to the Mail Processing Arrangements in Tonbridge

As you are a valued customer of Royal Mail, I'm writing to let you know about changes happening to the processing of mail in the Tonbridge area.

A major programme to modernise Royal Mail is under way; it's one of the biggest transformations in UK industry. We need to modernise in response to the decline in the volumes of posted mail and to introduce the latest technology to our sorting centres.

We have recently established a new Mail Centre in Rochester to serve postcode areas within Kent. Medway Mail Centre based at Knight Road, Rochester ME2 2EE (for satellite navigation devices you will need to use the postcode ME2 2BP) represents a significant investment by Royal Mail to modernise and improve Royal Mail operations in the area. It's equipped with state-of-the-art automation, which can sort mail more efficiently and much faster, which will enable us to give better service and value to our customers. It will incorporate the latest energy-saving measures and provide our people with a more modern working environment.

Since February, all posted mail collected from your area has been processed at this new site. From **Monday 3rd September**, all inbound mail - mail posted in other parts of the country for delivery to addresses in your postcode area, will begin to be processed at this centre, before being transferred to the delivery office for delivery to our customers. Final delivery will still be done by staff at your delivery office and if you collect mail on a regular basis or need to pick up an undelivered item, there will be no change to the current arrangements at this time.

The move of mail processing work to the new location will require a number of operational changes, so we have robust training plans in place to ensure our teams are completely familiar with the new arrangements. Whilst I would ask for your patience during this initial period, please be assured we will make every effort to ensure the change is made as smoothly as possible for our customers.

If you have any queries about this change, you can contact our dedicated helpline on the above number. If you would like to know more about our modernisation plans in general, please go to - www.royalmail.com/modernisation.

Yours faithfully

Steve Cameron

Operations Director, South East

