



February 24, 2010

Judi Clark

Dear Ms. Clark:

This responds to your recent correspondence, dated January 27, 2010, regarding your damaged Priority Mail article.

As our goal is to provide quality service to all postal customers, it was disappointing to learn that your item was damaged while in our care.

I regret any misunderstanding you may have about our insurance coverage. It may be helpful to know that the Postal Service will honor claims for lost and damaged mail if the item was insured at the time of mailing. Such insurance is available with our Registered, Insured, COD, and Express Mail services.

At the time of mailing, our customers have the option of purchasing insurance. If a customer does not elect to purchase insurance, and the article is subsequently lost or damaged, no indemnity can be paid. For this reason, we are unable to reimburse you for your article.

I apologize for any inconvenience and frustration you may have experienced. This office is the final level of postal authority concerning claim appeals.

Sincerely,

A handwritten signature in black ink, appearing to read "Glenn Kohr", written over a horizontal line.

Glenn Kohr
Consumer Research Analyst