ACCESS USER GUIDE AMENDMENT NOTICE: NUMBER 132

DATE: 4 November 2026

This notice applies to you if you hold an **Access Letters Contract** (Contract) with **Royal Mail Group Limited,** a company registered in England and Wales (number 04138203) with its registered address at 185 Farringdon Road, London, EC1A 1AA.

1. **Definitions and interpretation**

1.1 If a word or expression is defined in this notice, it shall have the meaning given in this notice.

1.2 Any words or expressions which are not defined in this notice, but have an initial capital letter, shall have the meanings given to them in the Contract.

1.3 All of the rules about how to interpret the Contract shall apply to this notice.

2. **Changes to the Contract**

2.1 Under clause 13.2(b)(i) of the General Access Terms and Conditions of the Contract we hereby notify you of the following changes to the Access Letters User Guide:

2.1.1 Paragraph 1.1(b) of Appendix P shall be amended as follows:

Royal Mail Poll Sort: *this is a manual service for posting services where we have a delivery aim of 5 Working Days. See Paragraph 14 of this appendix for specification details.*

2.1.2 Paragraph 14.1 of Appendix P shall be amended as follows:

*2.1.3 Royal Mail Poll Sort is a manual service for the posting of poll cards only ("**Poll Sort**"). We aim to deliver within 5 working days. Unless otherwise stated in Paragraphs 14 to 18 of this appendix, the standard presentation requirements for Letters apply, as specified in the Contract and this User Guide.*

2.2 The changes detailed in paragraph 2.1 shall take effect from 13 January 2027.

Yours sincerely,



Richard Travers
MD Letters
Royal Mail Wholesale