

May 2013

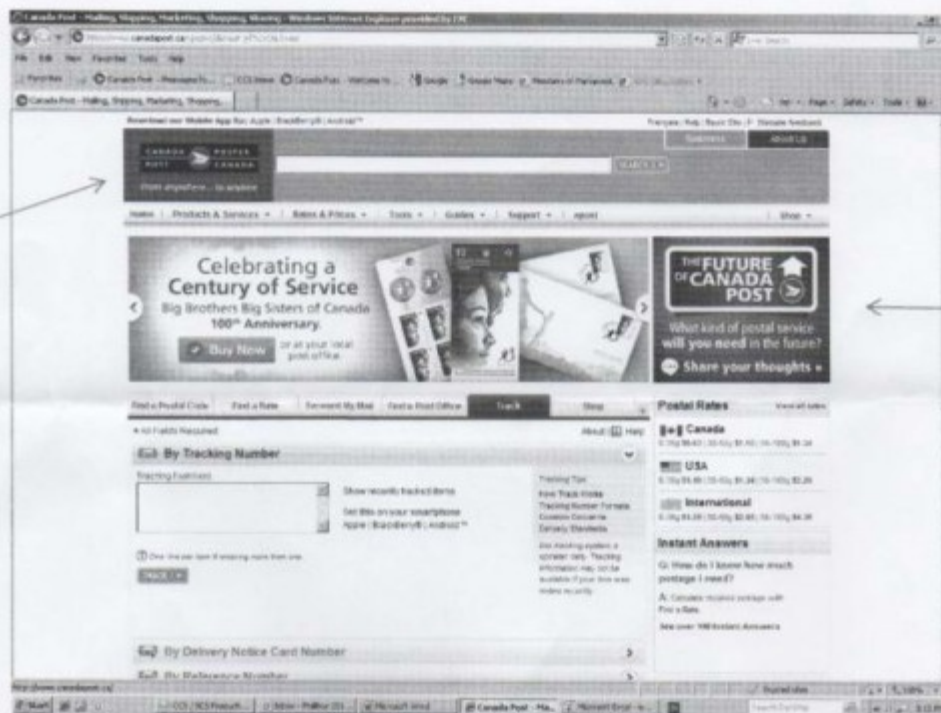
Dear Mr.

I'm terribly sorry for the inconvenience you have been caused in locating our feedback link on the website. When you open our Home Page the first time, the link appears on the top right corner, as shown in the attached sheet. As you navigate through the site and click back to "Home", the caption on that section changes. You would need to refresh the page by clicking on the Canada Post logo at the top left corner, as indicated on the printout.

Again, my apologies, and thank you for writing.

Yours sincerely,

Jacques Côté  
Group President  
Physical Delivery Network



Attn: Jacques Cote  
The Future of Canada Post  
2701 Riverside Drive, Suite N1200  
Ottawa, Ontario, K1A 0B1

June 10, 2013

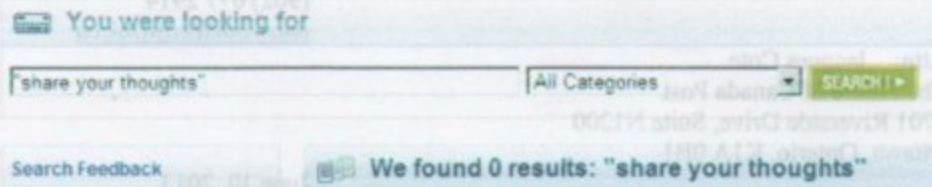
Dear Mr. Cote:

Thank you for your most recent letter to me dated "May", 2013. You provided written instructions regarding precisely how to access and provide feedback in conjunction with your "Future of Canada Post" outreach. Unfortunately what you see as your entry page to your web site is quite different to what I, a customer, sees when I enter your site.



I sent you before a screen shot of what is shown when I enter your site. Here again, above, is the relevant section. You will note that there is no mention of any "share your thoughts" option on my Firefox browser where you indicated it would be. Clearing my cache, clicking on the Canada Post logo that you indicated, navigating the pages then going back, none showed the sought after "share your thoughts" option. However, the option does appear in the Internet Explorer browser on an occasional basis. After it disappeared I was unable to bring it back, even following your instructions.

Your web master will tell you that about 25% of users use Firefox as their browser. Not having this contact option appear there at all is very poor. Having it appear only briefly then disappearing when using Internet Explorer is also very poor. Why is it that what should be an important link to your corporation is so ephemeral? Surely a contact button from its customers. Given that there is no other way to reach you via your site, the message I receive loud and clear is that my contact is not truly wanted or welcomed. Note also, when I search for the phrase "share your thoughts" in either browser, I get no positive response.



Your corporation is clearly losing business to the extent that its very existence is threatened, yet you continue to conduct that business in a way that alienates your customer base. Canada Post obviously needs to change its thinking about how it sees and treats customers. The fact that the correspondence between you and me has had to be in hard copy over many weeks is sadly inadequate and out of date.

I am on the periphery of a potentially huge local business enterprise that depends on mail delivery of locally produced product world-wide. Such an enterprise is contingent on a dependable delivery system by a company that is cost effective, reliable, approachable and responsive in every respect. Surely you can appreciate how a customer such as I would look first to an alternative partner other than Canada Post, given my experience to date.

Yours truly,