

External Mail – Avoiding IG Incidents

We have seen an increase of external mail having been misplaced in the internal mail sacks collected by the courier, CitySprint, across all routes.

Many of these letters do not have a return address printed on them which means CitySprint cannot easily return them to the sender without causing a delay in delivery whilst the information is opened by an authorised person to determine who the sender was and where to return it to.

Therefore we ask that you check you are using the correct method of delivery for External mail and you update your local procedures to include a return to sender address; either to the top left corner on the front or to the reverse of the envelope/package so that if necessary the letter/package can easily be returned to the sender without being opened.

DL size envelope as example (sizes not exact):

