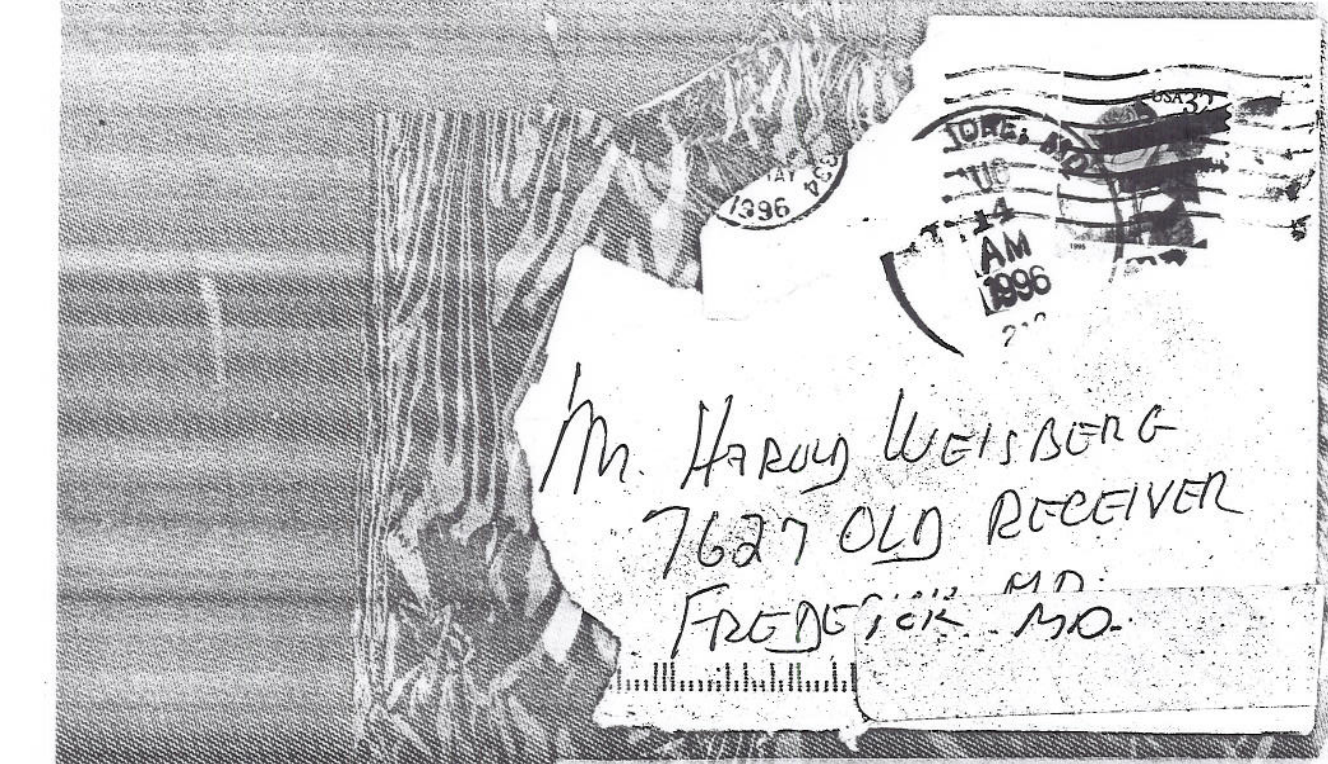

UNITED STATES POSTAL SERVICE
BALTIMORE, MD. 21233-9997

DEAR POSTAL CUSTOMER:

The enclosed was found loose in the mails or has been damaged in handling in the Postal Service (whichever is applicable to the enclosure).

We realize your mail is important to you and you have every right to expect it to be delivered intact and in good condition. The Postal Service makes every effort to properly handle the mail entrusted to it but due to the large volume, occasional damage may occur.

When a Postal Office handles in excess of three million pieces of mail daily, it is imperative that mechanical methods be used to maintain production and ensure prompt delivery of the mails. It is also an actuality that modern production methods do not permit personal attention to individual pieces of mail. Damage can occur if mail is insecurely enveloped or bulky contents are enclosed. When this occurs and our machinery is jammed, it often causes damage to other mail that was properly prepared.

We are constantly striving to improve our processing methods to assure that an occurrence such as the enclosed can be eliminated. We appreciate your concern over the handling of your mail and sincerely regret the inconvenience you have experienced.