

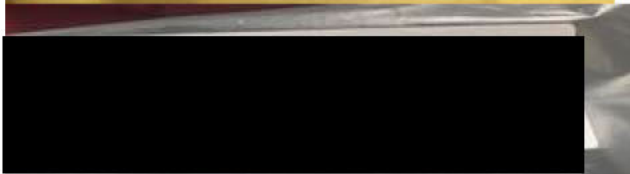
From: [REDACTED]@royalmail.com>
Sent: Friday, August 20, 2021 9:03 AM
To: [REDACTED]@postoffice.co.uk; [REDACTED]@royalmail.com>
Subject: [REDACTED]
Importance: High
Sensitivity: Confidential

Hi [REDACTED]

As discussed.
The RP team at [REDACTED] have been receiving large quantities of counterfeit stamps over a period of time from [REDACTED].

[REDACTED]

[REDACTED]



[REDACTED]



Mail to be surcharged.



A swift response would be greatly appreciated.

Kind
Regards

[Redacted]
[Redacted]
[Royal Mail Group Security](#)

Royal Mail Pendle MPU
[Redacted]

STD: [Redacted], Mobile: [Redacted]

External Email: [Redacted]@royalmail.com

Secure Email: [Redacted]@rmls.cjsm.net

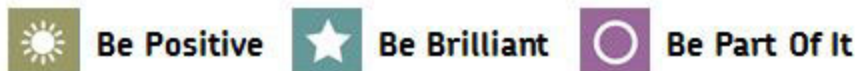
To report any crime or suspected crime against the Royal Mail Group please phone the Security Help Desk On Post line [Redacted] or Std [Redacted].

Web: Please click on this link to access the [Compliance and Sustainability SharePoint](#).



Please consider the environment before printing this e-mail

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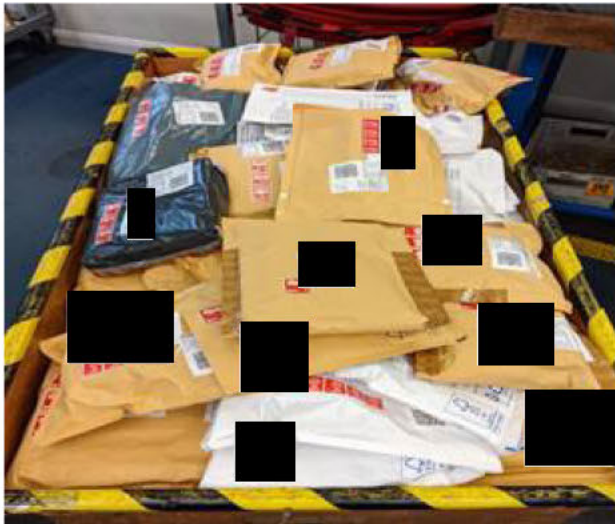


Royal Mail is a trading name of Royal Mail Group Limited Registered in England and Wales. Registered number 4138203. Registered Office at 185 Farrington Road. London EC1A 1AA.

Classified: RMG – Internal

From: [Redacted]@royalmail.com>
Sent: Friday, August 20, 2021 10:45 AM
To: [Redacted]@postoffice.co.uk
Cc: [Redacted]@royalmail.com>; [Redacted]@royalmail.com>
Subject: [Redacted]
Importance: High
Sensitivity: Confidential

Hi [Redacted]



Other images of intercepted mail from [redacted] are attached within the zip file.

Kind Regards

[redacted]

Royal Mail Group Security

Royal Mail Pendle MPU

[redacted]

STD: [redacted], Mobile: [redacted]

External Email: [redacted] [royalmail.com](mailto:[redacted]@royalmail.com)

Secure Email: [redacted] [@rmls.cjsm.net](mailto:[redacted]@rmls.cjsm.net)

To report any crime or suspected crime against the Royal Mail Group please phone the Security Help Desk On Post line [redacted] or Std [redacted].

Web: Please click on this link to access the [Compliance and Sustainability SharePoint](#).



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Be Positive **Be Brilliant** **Be Part Of It**

BE POSITIVE ...because it leads to better things, faster <ul style="list-style-type: none"> • Give it a go • Trust each other • Say thank you 	BE BRILLIANT ...because we always want to be the best <ul style="list-style-type: none"> • Deliver great service • Do the little things well • Find a better way 	BE PART OF IT ...because it's great to be part of something that matters <ul style="list-style-type: none"> • Listen to each other • Support each other • Appreciate diversity
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Classified: RMG – Internal

From: [REDACTED] <[\[REDACTED\]@royalmail.com](mailto:[REDACTED]@royalmail.com)>
 Sent: 16 November 2021 09:24
 To: [REDACTED] <[\[REDACTED\]@postoffice.co.uk](mailto:[REDACTED]@postoffice.co.uk)>
 Subject: Horizon Data Request

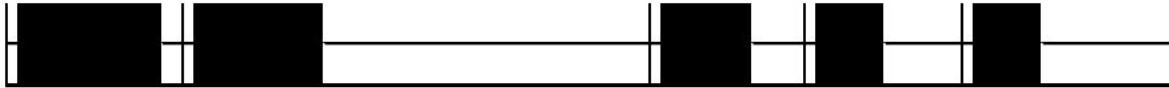
Morning [REDACTED]

[REDACTED]

So that we can try and firm up the identity of the poster, [REDACTED]

[REDACTED]

[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]



Regards



Royal Mail Group Security



[\[redacted\]@royalmail.com](mailto: [redacted]@royalmail.com)

To report any crime or suspected crime against Royal Mail Group please telephone the Security Helpdesk on post-line [redacted] std [redacted] 5 or email the details to [redacted]

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Classified: RMG – Internal

From: Press Office <press.office@royalmail.com>
Sent: Monday, April 3, 2023 3:08 PM
To: Pressoffice <pressoffice@postoffice.co.uk>
Cc: Press Office <press.office@royalmail.com>
Subject: FW: Fraudulent stamps.***sent to [redacted]

Hi all

Would this be one for you? An understanding seems to be have arisen because the customer was attempting to complain that what they thought was a Post Office branch had sold them counterfeit stamps, and someone at POL referred the customer back to us, as it involves stamps. Whereas I think the customer’s concern is with the Post Office branch that had sold the stamps that turned out to be counterfeit, if you see what I mean. What do you think?

Regards



[Redacted]
[Redacted]
[Redacted] [@royalmail.com](mailto:[Redacted]@royalmail.com)

Royal Mail Group
185 Farringdon Road
London, EC1A 1AA

Follow us on twitter @RoyalMailNews



Classified: RMG – Internal

From: [Redacted] [@bbc.co.uk](mailto:[Redacted]@bbc.co.uk)
Sent: 03 April 2023 14:03
To: Press Office <press.office@royalmail.com>
Subject: FW: Fraudulent stamps.***sent to [Redacted]

Hi – can anyone there help with this please or is it a post office matter? If you can help are there more details you need from [Redacted]? Thanks very much.

From: [Redacted] [@royalmail.com](mailto:[Redacted]@royalmail.com)
Sent: Monday, April 3, 2023 3:39 PM
To: CustomerCare@postoffice.co.uk
Subject: FW: [Redacted] - CEO email - Report Stamp Fraud CRM: [Redacted]

Hi [Redacted],

Yes we have picked it up.

Thanks,

[Redacted]

[Redacted]

Royal Mail – Chairman and Chief Executive Office

Address: Royal Mail Group Ltd, 185 Farringdon Road, London, EC1A 1AA
Email: [Redacted] [@royalmail.com](mailto:[Redacted]@royalmail.com)
Website: www.royalmail.com



Classified: RMG – [Confidential]

From: CustomerCare <CustomerCare@postoffice.co.uk>
Sent: 03 April 2023 13:40
To: ceocomplaints <ceocomplaints@royalmail.com>
Subject: [REDACTED] - CEO email - Report Stamp Fraud CRM: [REDACTED]

Hi Team

Apologies - please can you let me know if you've taken this on and will respond to the customer?

Many thanks

[REDACTED]
Customer Service Advisor

----- Original Message -----

From: Customer Support <customer-care@postoffice.co.uk>;
Received: Wed Mar 29 2023 08:45:04 GMT+0100 (British Summer Time)
To: ceocomplaints <ceocomplaints@royalmail.com>;
Subject: C [REDACTED] - CEO email - Report Stamp Fraud
CRM: [REDACTED]

Hi Team

Please see below - the customer has said that they've filled in the report stamp fraud form and is wanting to chase this up.

Please can you help with this and get someone to contact the customer with an update?

Many thanks

[REDACTED]
Customer Service Advisor

From: [REDACTED] <[REDACTED]@gmail.com>
Sent: 24 March 2023 10:31
To: CustomerCare <CustomerCare@postoffice.co.uk>; PostalReview <postalreview@royalmail.com>;
ceo.office@royalmail.com; Owen Woodley <[REDACTED]@postoffice.co.uk>
Subject: Re: Post Office - Your Email CRM: [REDACTED]

Caution: This email has been sent by an external contact. Please take care when clicking links or opening attachments. When in doubt, please use the "Report Phishing" button.

CRM: [REDACTED]

Hi [REDACTED],

I used the 'Report a Stamp Fraud' after you contacted me. Please could you tell me how I can chase this up.

Many thanks,

[REDACTED]

From: [REDACTED]@royalmail.com>
Sent: Monday, August 7, 2023 12:46 PM
To: [REDACTED]@postoffice.co.uk>
Subject: RE: Counterfeit Stamps

No worries [REDACTED]

Not a problem, I will send you over all our POL outlets from April to June, July and then last week in three separate reports via the [REDACTED].

We can then pick up from there next week on a process.

[REDACTED]
Security Performance & Delivery
Group Legal

[REDACTED]
[REDACTED]@royalmail.com

CONFIDENTIAL [REDACTED]@rmls.cjsm.net

To report a security incident or concern against Royal Mail Group please go to:
> Internal RMG Employees go to www.royalmail.com [REDACTED] (using Microsoft Edge)
> External Customers go to www.royalmail.com/report-a-crime (using Microsoft Edge)



Classified: RMG – Internal

From: [REDACTED]@postoffice.co.uk>
Sent: 07 August 2023 12:43
To: [REDACTED]@royalmail.com>
Subject: RE: Counterfeit Stamps

Hi [REDACTED]

I am really really sorry, but I have now been called into an urgent meeting all afternoon...

Any chance we could postpone til Thurs pm? (I'm up in [REDACTED] tomorrow and Wed for team meetings, so can't really do before Thurs).

Sorry!

[REDACTED]

From: [REDACTED]@royalmail.com>
Sent: 07 August 2023 10:51
To: [REDACTED]@postoffice.co.uk>
Subject: RE: Counterfeit Stamps

Caution: This email has been sent by an external contact. Please take care when clicking links or opening attachments. When in doubt, please use the "Report Phishing" button.

Hi [REDACTED]

[REDACTED] Does 1400 work for you?

If not we can still have our meeting, just may be disrupted!

[REDACTED]
Security Performance & Delivery
Group Legal

[REDACTED]
[REDACTED]@royalmail.com

CONFIDENTIAL [REDACTED]@rmls.cjsm.net

To report a security incident or concern against Royal Mail Group please go to:

> Internal RMG Employees go to www.royalmail.com [REDACTED] (using Microsoft Edge)

> External Customers go to www.royalmail.com/report-a-crime (using Microsoft Edge)



[REDACTED]
Classified: RMG – Internal

From: [REDACTED]@postoffice.co.uk>
Sent: 04 August 2023 08:59
To: [REDACTED]@royalmail.com>
Subject: RE: Counterfeit Stamps

Hi [REDACTED]

No worries – could do 11?

thanks

From: [REDACTED]@royalmail.com>
Sent: 04 August 2023 08:56

To: [redacted]@postoffice.co.uk>
Subject: RE: Counterfeit Stamps

Caution: This email has been sent by an external contact. Please take care when clicking links or opening attachments. When in doubt, please use the "Report Phishing" button.

Sorry [redacted], something has come up this morning. How are you fixed on Monday AM?

[redacted]
Security Performance & Delivery
Group Legal

[redacted]
[redacted]@royalmail.com

CONFIDENTIAL [redacted]@rmls.cjsm.net

To report a security incident or concern against Royal Mail Group please go to:
> Internal RMG Employees go to www.royalmail.com [redacted] (using Microsoft Edge)
> External Customers go to www.royalmail.com/report-a-crime (using Microsoft Edge)



Classified: RMG – Internal

From: [redacted]@postoffice.co.uk>
Sent: 03 August 2023 16:02
To: [redacted]@royalmail.com>
Subject: RE: Counterfeit Stamps

Hi [redacted]

Yes I do. Am free all day apart from between 1130 and 2.

Thanks

[redacted]

From: [redacted]@royalmail.com>
Sent: 03 August 2023 12:14
To: [redacted]@postoffice.co.uk>
Subject: RE: Counterfeit Stamps

Caution: This email has been sent by an external contact. Please take care when clicking links or opening attachments. When in doubt, please use the "Report Phishing" button.

Hi [REDACTED]

Do you have 15 mins tomorrow for a quick teams call?

[REDACTED]
Security Performance & Delivery
Group Legal

[REDACTED]
[REDACTED]@royalmail.com

CONFIDENTIAL [REDACTED]@rmls.cjsm.net

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- > Internal RMG Employees go to www.royalmail.com [REDACTED] (using Microsoft Edge)
- > External Customers go to www.royalmail.com/report-a-crime (using Microsoft Edge)



Classified: RMG – Internal

From: [REDACTED]@postoffice.co.uk>
Sent: 21 July 2023 11:14
To: [REDACTED]@royalmail.com>
Subject: RE: Counterfeit Stamps

Hi [REDACTED]

No worries, I imagine you are as crazily busy as we are!

Thanks, look forward to receiving the intel.

Cheers

Have a good weekend

[REDACTED]

From: [REDACTED]@royalmail.com>
Sent: 13 July 2023 09:22
To: [REDACTED]@postoffice.co.uk>
Subject: RE: Counterfeit Stamps

Caution: This email has been sent by an external contact. Please take care when clicking links or opening attachments. When in doubt, please use the "Report Phishing" button.

Hi [REDACTED]

Sorry for late reply

We currently have no investigations against Post Offices for counterfeit stamps. We also would not proceed with any action without liaison with yourselves.

Just to let you know we have had 6 reports that this POL outlet is selling counterfeit stamps. I am reviewing all the data as we speak and will send you a 3x5x2 via the [REDACTED] with all our reports in June 2023.

Regards,

[REDACTED]
Security Performance & Delivery
Group Legal

[REDACTED]
[REDACTED]@royalmail.com

CONFIDENTIAL [REDACTED]@rmls.cjsm.net

To report a security incident or concern against Royal Mail Group please go to:

- > Internal RMG Employees go to www.royalmail.com [REDACTED] (using Microsoft Edge)
- > External Customers go to www.royalmail.com/report-a-crime (using Microsoft Edge)



Classified: RMG – Internal

From: [REDACTED]@postoffice.co.uk>
Sent: 05 July 2023 14:48
To: [REDACTED]@royalmail.com>
Subject: Counterfeit Stamps

Hi [REDACTED]

Hope you are well

We've had a complaint around stamps purchased at our [REDACTED] branch, being sent for the Swap Out scheme and being recorded as counterfeit. The customer who raised this complaint stated that the postmaster told him that a Postal Investigation Team had taken stamps away from the branch for further investigation.

Are you able to confirm this is a Royal Mail team, and advise if there is any investigation going on into counterfeit stamps, particularly at post offices please?

Thanks very much

[Redacted]

[Redacted]
[Redacted]
[Redacted]

Legal & Compliance

[Redacted]

100 Wood Street,
London, EC2V 7ER

[postoffice.co.uk](https://www.postoffice.co.uk)



From: [Redacted]@royalmail.com>
Sent: Monday, January 8, 2024 11:06 AM
To: [Redacted]@postoffice.co.uk>
Subject: RE: Post Office - Your Enquiry CRM: [Redacted]

Hi [Redacted],

[Redacted]

I will contact this customer, no problem.

Thanks,

[Redacted]

[Redacted]

Royal Mail – Chairman and Chief Executive Office

Address: Royal Mail Group Ltd, 185 Farringdon Road, London, EC1A 1AA

Email: [Redacted]@royalmail.com

Website: www.royalmail.com



Classified: RMG – [Confidential]

From: CustomerCare <CustomerCare@postoffice.co.uk>
Sent: 04 January 2024 13:48
To: [REDACTED] <[REDACTED]@royalmail.com>; ceo.office <ceo.office@royalmail.com>
Subject: Post Office - Your Enquiry CRM: [REDACTED]

[REDACTED]

[REDACTED]

Could you assist the below customer onto the fraud team please ?

Kind Regards,

[REDACTED]

Post Office Customer Support

Heads up, you'll receive a Customer Satisfaction survey from us in the next few days - we'd really appreciate hearing about your experience with us so please take the time to let us know your thoughts.



Need more help?

Visit www.postoffice.co.uk/help-support

OR

Reply to this email

Customer Services Team

Open:

Mon-Fri 8am-6pm

Sat-Sun Closed

From: [REDACTED] <[REDACTED]@royalmail.com>
Sent: Monday, May 13, 2024 10:33 AM
To: [REDACTED] <[REDACTED]@postoffice.co.uk>
Subject: FW: Customer Email - Please Action CRM: [REDACTED]

Hi,

Can someone check if you have the photos the customer is referring to before I ask him for them please?

Thanks,

[REDACTED]

[REDACTED]

Royal Mail – Chairman and Chief Executive Office

Address: Royal Mail Group Ltd, 185 Farringdon Road, London, EC1A 1AA

Email: [REDACTED]@royalmail.com
Website: www.royalmail.com



From: [REDACTED]
Sent: 08 May 2024 16:19
To: CustomerCare <CustomerCare@postoffice.co.uk>
Subject: RE: Customer Email - Please Action CRM: [REDACTED]

Hi [REDACTED],

Were you able to locate the photos the customer is referring to please? If not, I will ask for them.

Thanks,

[REDACTED]

[REDACTED]

Royal Mail – Chairman and Chief Executive Office

Address: Royal Mail Group Ltd, 185 Farringdon Road, London, EC1A 1AA
Email: [REDACTED]@royalmail.com
Website: www.royalmail.com



From: [REDACTED]
Sent: 04 May 2024 10:16
To: CustomerCare <CustomerCare@postoffice.co.uk>
Subject: FW: Customer Email - Please Action CRM: [REDACTED]

Hi [REDACTED],

I can't see we have had this customer before. Do you have the photos he's referring to please? I'm a bit reluctant to ask considering (as far as I can see) the last contact he's had from anyone was in January.

Thanks,

[REDACTED]

[REDACTED]

Royal Mail – Chairman and Chief Executive Office

Address: Royal Mail Group Ltd, 185 Farringdon Road, London, EC1A 1AA
Email: [REDACTED]@royalmail.com
Website: www.royalmail.com



From: CustomerCare <CustomerCare@postoffice.co.uk>
Sent: 03 May 2024 06:52
To: ceo.office <ceo.office@royalmail.com>
Subject: Customer Email - Please Action CRM: [REDACTED]

Hi Team,

Please see below customer email and respond to or call the customer directly.

I do believe the customer has been to you a few times before in regards to stamps.

Kind Regards,

[REDACTED]
Post Office Customer Support



Need more help?

Visit www.postoffice.co.uk/help-support

OR

Reply to this email

Customer Services Team

Open:

Mon-Fri 8am-6pm

Sat-Sun Closed

From: [REDACTED]@royalmail.com>
Sent: Friday, March 22, 2024 1:21 PM
To: CustomerCare <CustomerCare@postoffice.co.uk>
Subject: RE: Matter Of Extreme Urgency- BBC Watchdog Intention to Broadcast -Counterfeit Stamps- PO Lead Case [REDACTED] CRM: [REDACTED]

Hi [REDACTED],

The Press Office have advised they have this case and will be back in touch with you.

Kind regards,

[REDACTED]

[REDACTED]
Royal Mail – Chairman and Chief Executive Office

Address: Royal Mail Group Ltd, 185 Farringdon Road, London, EC1A 1AA

Email: [REDACTED]@royalmail.com

Website: www.royalmail.com



Classified: RMG – [Confidential]

From: [REDACTED]
Sent: 22 March 2024 13:17
To: CustomerCare <CustomerCare@postoffice.co.uk>
Subject: RE: Matter Of Extreme Urgency- BBC Watchdog Intention to Broadcast -Counterfeit Stamps- PO Lead Case [REDACTED] CRM: [REDACTED]

Hi [REDACTED],

No worries, I'll see what I can do.

Would you mind copying in ceo.office@royalmail.com on future cases which you send to me please just in case I am not in the Office.

Thanks 😊

Kind regards,

[REDACTED]

[REDACTED]

Royal Mail – Chairman and Chief Executive Office

Address: Royal Mail Group Ltd, 185 Farringdon Road, London, EC1A 1AA

Email: [REDACTED]@royalmail.com

Website: www.royalmail.com



From: CustomerCare <CustomerCare@postoffice.co.uk>
Sent: 22 March 2024 11:26
To: [REDACTED]@royalmail.com
Subject: RE: Matter Of Extreme Urgency- BBC Watchdog Intention to Broadcast -Counterfeit Stamps- PO Lead Case [REDACTED] CRM: [REDACTED]

Hi [REDACTED],

Thank you for acknowledging receipt of my email ,and I understand your need to get back in touch to clarify this with me.

On receipt of the evidence, I checked with my Complaints Manager as to whether or not this had already been raised with yourselves. I was told that it hadn't been, and I was asked to raise this with you directly.

I appreciate your Press Office will need to be aware and also the relevant teams to investigate the stamps.

I hope this helps.

Kind Regards,

Post Office Customer Support



Need more help?

Visit www.postoffice.co.uk/help-support

OR

Reply to this email

Customer Services Team

Open:

Mon-Fri 8am-6pm

Sat-Sun Closed

----- Original Message -----

From: [redacted]@royalmail.com>;
Received: Fri Mar 22 2024 08:16:31 GMT+0000 (Greenwich Mean Time)
To: Customer Support <customercare@postoffice.co.uk>;
Subject: RE: Matter Of Extreme Urgency- BBC Watchdog Intention to Broadcast - Counterfeit Stamps- PO Lead Case [redacted] CRM: [redacted]

Hi [redacted],

As these have been sent to your Press Office, have they not contacted our Press Office like before? I do not want to go ahead and double handle again as per the previous case.

Kind regards,

[redacted]

[redacted]

Royal Mail – Chairman and Chief Executive Office

Address: Royal Mail Group Ltd, 185 Farringdon Road, London, EC1A 1AA

Email: [redacted]@royalmail.com

Website: www.royalmail.com



Classified: RMG – [Confidential]

From: CustomerCare <CustomerCare@postoffice.co.uk>
Sent: 21 March 2024 16:51
To: [redacted]@royalmail.com>
Subject: Matter Of Extreme Urgency- BBC Watchdog Intention to Broadcast -Counterfeit Stamps- PO Lead Case [redacted] CRM: [redacted]

Hi [redacted],

PO [redacted]

PO [redacted] [redacted]

Under the terms of our counterfeit stamp investigation agreement, please may I ask you to forward these complaint details to your appropriate teams as a matter of urgency.

The BBC contacted our Press Office yesterday, Wednesday 20th March 2024 on behalf of two members of the public raising their experiences and concerns.

I have attached a copy of the email we received, advising that Post Office is likely to feature on an upcoming episode of BBC Watchdog on The One Show, which broadcasts on Wednesday evenings on BBC One across the UK from 7pm.

The deadline for any response is 5pm on Tuesday 26th March 2024.

Each had purchased stamps from two different Post Office branches, later deemed to be counterfeit by Royal Mail. Neither of these customers has raised their concerns with us directly. And neither of the branches has raised any concerns with their Post Office Business Support Centre.

Evidence and our permission to share the customers details and experiences was requested, and received today as per the attachments.

In view of the potential collateral damage to the reputations of both Post Office and Royal Mail please may we ask that urgent investigations are undertaken.

Kind Regards,

██████████
Post Office Customer Support



Need more help?

Visit www.postoffice.co.uk/help-support
OR
Reply to this email

Customer Services Team

Open:
Mon-Fri 8am-6pm
Sat-Sun Closed

From: ██████████@royalmail.com>
Sent: Thursday, April 11, 2024 6:00 PM
To: ██████████@postoffice.co.uk>
Cc: ██████████@postoffice.co.uk>; ██████████@postoffice.co.uk>
Subject: RE: Counterfeit stamps

Perfect. Thanks.

██████████.

From: ██████████@postoffice.co.uk>
Sent: 11 April 2024 17:42
To: ██████████@royalmail.com>
Cc: ██████████@postoffice.co.uk>; ██████████@postoffice.co.uk>
Subject: FW: Counterfeit stamps

Hi [REDACTED] – thoughts on response to Telegraph below? Thanks, [REDACTED]

A Post Office spokesperson said:

“We’re saddened that criminals are seeking to profiteer from counterfeit stamps and we, like many others, want to see them removed from circulation as fast as possible. Stamps can be purchased from a wide variety of shops and online. Allegations that fake stamps have been purchased from a Post Office are extremely serious and could undermine our Postmasters and their business which is why we always ask that an itemised receipt along with a high-quality image of the stamp or stamps is sent to us so that this can be looked into further. At that point we will make enquiries, liaising with our Postmaster and Royal Mail, in order to do our best to resolve the issue for our customers.”



Need more help?

Visit www.postoffice.co.uk/help-support

OR

Reply to this email

Customer Services Team

Open:

Mon-Fri 8am-6pm

Sat-Sun Closed

From: [REDACTED]@royalmail.com>

Sent: Friday, March 22, 2024 1:20 PM

To: CustomerCare@postoffice.co.uk; [REDACTED]@postoffice.co.uk>

Subject: FW: Matter Of Extreme Urgency- BBC Watchdog Intention to Broadcast -Counterfeit Stamps- PO Lead Case [REDACTED] CRM: [REDACTED]

Importance: High

Hi [REDACTED],

Not sure you have received the attached – I have been dealing with the enquiries our end.

Can we discuss..?

Thanks.

[REDACTED]

From: [REDACTED]@royalmail.com>

Sent: 22 March 2024 13:14

To: [REDACTED]@royalmail.com>

Subject: FW: Matter Of Extreme Urgency- BBC Watchdog Intention to Broadcast -Counterfeit Stamps- PO Lead Case [REDACTED] CRM: [REDACTED]

Hi [REDACTED],

I've received the below and attached from POL. It's regarding counterfeit stamps and Watchdog are stating they'll feature on the show soon. There is a deadline of 5pm on Tuesday 26th March.

Is this something the Press Office would pick up instead?

Thanks.

Kind regards,

[Redacted]

[Redacted]

Royal Mail – Chairman and Chief Executive Office

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