

JCRA Media Release

31 March 2009

JCRA Welcomes Introduction of Compensation Scheme for Lost and Damaged Mail by Jersey Post

The Jersey Competition Regulatory Authority (“JCRA”) welcomes the introduction by Jersey Post (“JP”) of a compensation scheme for lost or damaged mail. The scheme will be effective from today and applies to services such as local-to-local mail, mail to the UK and other Channel Islands, international mail, as well as to standard parcels and international standard parcels.

JP is introducing the scheme to comply with a JCRA Direction issued on 7 February 2009. This Direction required JP to introduce a compensation scheme by 1 April 2009. The introduction of this scheme is the result of a major consultation (Consultation Document 2008-P1) the JCRA undertook last summer on JP’s quality of service standards.

Under the scheme, compensation for lost or damaged letters can range from a minimum of 10 times the cost of a local to local stamp (where no intrinsic or replacement value of the contents can be demonstrated) to a maximum of 100 times the cost of a local to local stamp (based on proof of the contents posted). For parcels, compensation can range from the minimum value of the postage payable to a maximum of £150. Compensation claims require a verified Certificate of Posting and a receipt for the postal paid or, in the case of a parcel, the original customer copy of the parcel and till receipt. Other limitations may apply, and full details of the compensation scheme may be found in the Consumer Code of Practice on JP’s website, www.jerseypost.com.

The JCRA’s Executive Director, Chuck Webb, states:

“The JCRA has worked cooperatively with JP to implement the compensation scheme, and it is good news for consumers in Jersey. The introduction of this scheme brings Jersey into line with other jurisdictions, such as the UK, Guernsey, and the Isle of Man, in which compensation is available to postal

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users in the unfortunate event that their mail is either lost or damaged while in the post.”

All enquiries to the JCRA should be directed to the Executive Director, Chuck Webb, on +44 (0)1534 514990.

About the JCRA

The JCRA is an independent authority established by the States of Jersey to enforce Jersey's competition law and regulate its telecommunication and postal sectors. In each of these areas, the JCRA's primary mission is to promote consumer welfare through efforts that encourage lower prices and greater choice and innovation in the goods and services available in Jersey. The JCRA is recognized internationally as a leading voice in the application of competition law and policy in small economies.

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