

[REDACTED]

From: [REDACTED]
Sent: Saturday, 25 November 2023 4:06 pm
To: Registrar
Subject: PBT and NZPost

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Dear sir/madam

We are writing with some information from a consumer perspective which is pertinent to consider in the context of this proposed merger.

We live in Hamilton, within 2km of the NZ Post mail centre.

We had previously noticed over the past 6 months a disturbing trend of NZ Post courier drivers merely leaving notes in our letterbox that they had failed to “deliver” a parcel as we were “out”, and telling us to pick it up from the mail centre. Most times we have been at home, and the driver hasn’t even bothered to ring the doorbell or knock at the door. We can see this from our security camera footage.

When picking up parcels the counter staff say that it happens so often they have given up keeping lists and reporting to “the bosses”, because they “never listen”. They pleaded to us to write in ourselves, which we are doing through this email.

Last week we experienced the most glaring example, and as it involves PBT and its competitive impact, it is of most relevance to this merger application.

Our address has been subject to road closures due to road works for the last three weeks. However residents and pedestrians still have access. Our cleaners, rubbish collectors, florists and couriers that tried were let through.

On Wednesday 22 November we received a courier parcel delivered by PBT to the door and by ringing the doorbell. Within 5 minutes of that we received a phone call from NZ Post telling us that our parcels could not be delivered due to the road closure, and we would have to pick it up from the depot the next day. (This is despite us recording a delivery note stating that despite the official road closure, deliveries could still be effected.)

We pointed out that PBT had just delivered a parcel, so NZ Post should try harder. After some arguments, NZ Post agreed to try again. As it had gone back to the depot, it was eventually delivered 2 days later on the Friday (and still during the official road closure).

We believe that if it was not for PBT’s competitive example, we would have yet again been forced to pick up a delivery that we had paid to be delivered.

We appreciate that the merger may bring efficiencies and lower costs in a low margin sector. However if the merger is approved NZ Post should be subjected to close external monitoring to ensure it is actually delivering the service it promises to consumers. It is disappointing for a public service organisation with such a proud history to not be able to trusted in this respect, however that is our recent experience.

Kind regards

[REDACTED]