



SMALL CHANGES FOR MORE DEPENDABLE DELIVERIES

Over the coming months you may notice a change to how we deliver 2nd Class letters.* It's part of our effort to offer a more reliable and sustainable service shaped around how our customers send today.

What's changing?

Your 2nd Class letters and cards will be delivered every other weekday. While we'll no longer deliver your 2nd Class mail on Saturdays, we'll aim to get it to you within three weekdays.

When will these changes take place?

These changes to 2nd Class deliveries will be introduced across the UK in 2026.

Nothing else will change.

- ✓ The one-price-goes-anywhere service to all parts of the United Kingdom remains.
- ✓ We'll continue to deliver your parcels up to seven days a week and 1st Class mail six days a week.

We understand the important role mail plays in keeping you connected with the people and organisations in your life. These changes to our 2nd Class service – as fewer letters are being sent these days – will help us focus on delivering for you in a more consistent and dependable way.

Thank you for your patience while we make these crucial changes.



You can find out more about the changes at royalmail.com/futureofletters or by scanning the QR code.

*The change affects all non-1st Class letters, including Standard and Economy Downstream Access letters.
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2ND CLASS MAIL IS CHANGING



**TO DELIVER A BETTER
ALL-ROUND SERVICE**