

Deutsche Post AG · DHL Global Mail Headquarters
· 53250 Bonn · Germany

To Whom It May Concern

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E-POSTBRIEF
Datum May 2013
Betrifft Measuring transit times of international letter-post items for Deutsche Post

Dear Sir or Madam,

At Deutsche Post premium quality is a number-one priority. It is therefore important to have a reliable and independent source to measure transit times of our posted items.

Deutsche Post has employed the market research company QENSIO to conduct some of our testing. This independent test ensures to perceive the performance of Deutsche Post from our customers perspective as well to ensure the integrity and neutrality of this information.

As you can imagine, it is important for all test participants to be reliable and conscientious. Most important, the participants must communicate promptly the actual date of receipt. Your success in fulfilling this role aids our management in improving mail service for millions of customers. Deutsche Post thanks you for your co-operation. Together we can improve service between families and businesses around the world.

Yours sincerely,

Michael Wendeler
Senior Expert Quality
Global Mail

Deutsche Post DHL
The Mail & Logistics Group

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