



**Deepak Chopra**

President and Chief Executive Officer  
Canada Post Corporation

Président-directeur général  
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Susan Eng  
Vice President, Advocacy  
CARP National Office  
30 Jefferson Ave  
Toronto, ON M6K 1Y4

Dear Susan,

Thank you to you and your colleagues for taking the time to meet with us at your offices on January 13th. Our objective was to share the background and context of the transformational changes we announced under our five point plan and carefully listen to the feedback, concerns and any suggestions that you may have to help us improve the implementation plans. We found your input and concluding suggestions valuable and will be responding to you shortly.

There is no question that Canadians are adopting electronic means of communication and rapidly moving away from traditional mail as their means of communication. This change in behaviour has led to a decline of 1 billion mail pieces over the past five years. This decline is accelerating each year and, without change, could threaten our ability to provide postal service in the future.

While many seniors are embracing internet and electronic channels as the means to conduct their daily lives, we are mindful that some seniors have not embraced the electronic means and depend on traditional mail for their day to day needs. Indeed they are our loyal customers.

During our meeting you were particularly concerned about one element of our five point plan i.e. the conversion of remaining 1/3rd homes that currently get at-door delivery to community mail boxes. First of all, I would like to note that anyone who currently gets their mail at an Apartment, a Condominium lobby box, a mail box panel at Seniors' Homes or at a community mail box will not see any change to their postal delivery. These households number almost 10 million and account for 2/3rd of national addresses. While a generalization, we believe a large number of seniors will not see any change in their postal service. For those who will be transitioned to Community Mailboxes, we are focused on doing it with understanding and respect.

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From the start, our rollout plan will include engaging the local community. All residents, including seniors living in those neighbourhoods, that will go through the transition to community mail boxes, will have full opportunity to provide their input prior to us deciding on the rollout plans. We are mindful of the needs of mobility challenged seniors or persons with disability and plan to offer a range of options that we have learned from our 30 years of experience of rolling out community mail boxes across five million households. We are also committed to finding innovative solutions to address challenges that we haven't faced in the past. Your input as we continue through the rollout of this change would be greatly appreciated.

Once again, thank you for your thoughtful input and suggestions. We will be in touch with your team with regard to next steps.

Sincerely,



Deepak Chopra

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