

Reference: 01542546

Temiloluwa Dawodu
Information Rights Advisor
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16 December 2022

Freedom of Information: Right to know request

Thank you for your request for information in relation to Royal Mail's "swap out" scheme. We received this request on 5 December 2022. We have considered it under the Freedom of Information Act 2000 (the "FOI Act").

Your request

Please can you provide a copy of any advice, guidance or approvals you have given Royal Mail about their "swap out" scheme for non-barcoded stamps?

Our response

Ofcom is not involved in any decision-making or approval process associated with Royal Mail's "swap out" scheme for non-barcoded stamps, and accordingly we do not hold any advice, guidance or approvals given to Royal Mail on this matter. The design and use of postal stamps is a commercial matter for Royal Mail. It has outlined its reasons for introducing barcodes onto stamps in a public [announcement](#) on 31 March 2022, which include that this is part of the company's modernisation of services and will enable added security features as well as options for future innovations.

We have been engaging with Royal Mail, alongside consumer advocacy bodies, to ensure Royal Mail communicates the changes and timeframe for phasing out old stamps. More information about the swap out scheme is available on the [Royal Mail website](#).

I hope this information is helpful. If you have any queries, then please contact information.requests@ofcom.org.uk. Please remember to quote the reference number above in any future communications.

Yours sincerely,

Temiloluwa Dawodu

If you are unhappy with the response you have received in relation to your request for information and/or consider that your request was refused without a reason valid under the law, you may ask for an internal review. If you ask us for an internal review of our decision, it will be subject to an independent review within Ofcom.

The following outcomes are possible:

- the original decision is upheld; or
- the original decision is reversed or modified.

Timing

If you wish to exercise your right to an internal review, **you should contact us within two months of the date of this letter**. There is no statutory deadline for responding to internal reviews and it will depend upon the complexity of the case. However, we aim to conclude all such reviews within 20 working days, and up to 40 working days in exceptional cases. We will keep you informed of the progress of any such review. If you wish to request an internal review, you should contact information.requests@ofcom.org.uk.

If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF