

Before The
POSTAL RATE COMMISSION
WASHINGTON, D.C. 20268-0001

RECEIVED
DEC 10 2 51 PM '01
POSTAL RATE COMMISSION
OFFICE OF THE SECRETARY

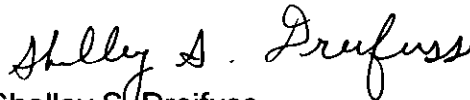
Postal Rate and Fee Changes, 2001)

Docket No. R2001-1

OFFICE OF THE CONSUMER ADVOCATE
INTERROGATORIES TO UNITED STATES POSTAL SERVICE
WITNESS: SUSAN W. MAYO (OCA/USPS-T36-52-58)
December 10, 2001

Pursuant to Rules 25 through 28 of the Rules of Practice of the Postal Rate Commission, the Office of the Consumer Advocate hereby submits interrogatories and requests for production of documents. Instructions included with OCA interrogatories OCA/USPS-1-21, dated September 28, 2001, are hereby incorporated by reference.

Respectfully submitted,



Shelley S. Dreifuss
Acting Director
Office of the Consumer Advocate

1333 H Street, N.W.
Washington, D.C. 20268-0001
(202) 789-6830; Fax (202) 789-6819

OCA/USPS-T36-52. The back of the "Insured Mail Receipt," PS Form 3813-P, May 2000, states that:

Insurance is provided only in accordance with postal regulations in the Domestic Mail Manual (DMM) The DMM and IMM set forth the specific types of losses that are covered, the limitation on coverage, terms of insurance, and conditions of payment.

- (a) When questions about insurance coverage arise, do window clerks generally hand over a copy of the DMM to the potential insurance purchasers to puzzle out on their own? If not, how are such questions handled?
- (b) Has the Postal Service ever created a plain English, simply written brochure setting out the terms of insurance, coverage, and conditions of payment? If so, please provide a copy. If so, describe where and how such brochures are made available to the public. If not, why not.
- (c) Are window clerks given training on the limits of insurance coverage? If so, describe how clerks are trained. Provide any training materials used for this purpose.
- (d) Provide representations of any POS (Point of Service) and IRT (Integrated Retail Terminal) computer screens available to window clerks that provide guidance on how to answer mailer questions about insurance coverage, terms of insurance, and conditions of payment.
- (e) Provide copies of any hard copy materials available to window clerks that provide guidance on how to answer mailer questions about insurance coverage, terms of insurance, and conditions of payment.

- (f) If purchasers of insurance want to insure items of sentimental value that don't have an obvious intrinsic or market value, how do clerks advise purchasers on the proper amount of insurance to purchase?
- (i) Would potential purchasers be dissuaded from purchasing insurance in such instances? If not, why not?
- (ii) If insurance is purchased for items of sentimental importance, but little or no intrinsic or market value, and such items are lost, will the Postal Service pay the full amount of the insurance purchased? If not, why not?
- (g) If a mailer wishes to mail items such as used books, how would a window clerk advise such a potential purchaser concerning the amount of insurance to purchase?
- (i) If the mailer does purchase insurance, the item is lost, and the purchaser makes a claim, will the Postal Service pay the amount of the insurance even if no receipts can be produced? If not, why not?
- (ii) If the mailer does purchase insurance, the item is lost, and the purchaser makes a claim, will the Postal Service pay the amount of the insurance without any independent evidence of the value of the items mailed? If not, why not?
- (h) Please refer to the examples posited in parts (g) and (h). If your answer is that the Postal Service will not pay claims when there is no independent proof of the value of the contents of the package mailed, then are customers so apprised before they purchase insurance? If so, please provide any electronic, computer, or hard copy instructions to window clerks indicating that they should advise

potential purchasers of insurance not to waste their money in such instances. If not, why not?

OCA/USPS-T36-53. What kind of assistance do personnel at retail facilities provide to postal patrons who wish to file insurance claims if such patrons lack the reading or language skills necessary to fill out the required forms? Please provide copies of any Postal Service documents reflecting a policy to render/not to render such assistance.

OCA/USPS-T36-54. If a postal patron lacks sufficient proficiency in English to understand insurance forms, certified mail forms, delivery confirmation forms, return receipt forms, etc., what assistance do window clerks render such individuals? Please provide copies of any Postal Service documents reflecting a policy to render/ not to render such assistance. Also, if brochures or printed information is made available in languages other than English on such matters, please provide them.

OCA/USPS-T36-55. What is the average length of time for an insurance claim to be paid or rejected? Please provide the source documents used to answer this question.

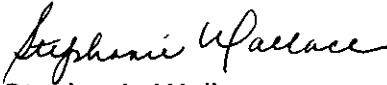
OCA/USPS-T36-56. Is there a claims resolution pamphlet available to insurance claimants at the time a claim is filed? If so, please provide it. If not, why not?

OCA/USPS-T36-57. What does the Postal Service view as a reasonable length of time to resolve an insurance claim? Please provide copies of any documents stating such a policy.

OCA/USPS-T36-58. If an insurance claimant does not have an insurance claim resolved within a reasonable length of time (as specified in response to interrogatory OCA/USPS-T36-57), what steps may then be taken to speed the claims process?

CERTIFICATE OF SERVICE

I hereby certify that I have this date served the foregoing document upon all participants of record in this proceeding in accordance with Rule 12 of the rules of practice.


Stephanie Wallace

Washington, D.C. 20268-0001
December 10, 2001