

USPS Report on PRC Rate and Service Inquiries for March 2016

The Postal Regulatory Commission referred 25 inquiries to the Postal Service in March, 2016. Customers received responses on average within 7 days.

Inquiries covered various topics that fell into three main categories:

- Delivery services 17 – i.e., the time of delivery, forwarding, and method of delivery.
- Customer services 8 – i.e., hours of service, availability of retail products, and product tracking.
- Policies/procedures 0 – i.e., general information, obtaining refunds or exchanging postage, suggestions, and international inquiries.

While many of the inquiries were customer specific, the following topic is highlighted for possible interest to a larger audience.

Scram, scams

Tips offered to help consumers avoid fraud

Scammers and hackers make it their priority to try to steal your money and personal information.

To help consumers identify and avoid online and mail scams, the [CyberSafe at USPS team](#) and the Postal Inspection Service offer these tips:

- Always safeguard your online identity and personal information.
- Screen incoming calls and block unwanted contact from telemarketers.
- Reduce unsolicited marketing attempts by opting out of pre-approved credit offers.
- Before opening emails, confirm the address or the name of the sender is an acquaintance.
- Be wary of email messages that require “immediate action” or request personal information.
- Before clicking a hyperlink or attachment, hover over the URL to validate it.

The [Delivering Trust site](#) also has tips on avoiding common scams, including foreign lotteries and sweepstakes.