

**USPS Report on PRC Rate and Service Inquiries for July 2014**

The Postal Regulatory Commission referred 66 inquiries to the Postal Service in July. Customers received responses on average within 12 days.

Inquiries covered various topics that fell into three main categories:

- Delivery services (34) – i.e., the time of delivery, forwarding, and method of delivery.
- Customer services (20) – i.e., hours of service, availability of retail products, and product tracking.
- Policies/procedures (14) – i.e., general information, obtaining refunds or exchanging postage, and suggestions.

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

**How can a customer submit an appeal for a Domestic Insurance Claim denial to the Postal Service?**

For domestic insurance claims that were denied, customers may appeal a decision by filing a written or online appeal focusing on the basis of the claim denial within 60 days of the date of the original decision to the following address:

DOMESTIC CLAIM APPEALS  
ACCOUNTING SERVICES  
PO BOX 80141  
ST LOUIS MO 63180-0141

**Or**

For domestic mail if the original claim was filed online, the customer may file an appeal online by signing into his or her account at: [www.usps.com/insuranceclaims/online.htm](http://www.usps.com/insuranceclaims/online.htm). The appeal must be filed within 60 days of the date of the original decision.

For domestic mail if a customer receives a check for less than the claimed amount, the customer may file a check protest appeal by submitting a written letter within 60 days of the date of the check to the following address:

CHECK PROTEST  
ACCOUNTING SERVICES  
PO BOX 80140  
ST LOUIS MO 63180-0140

For more information on the domestic insurance claims denial process, please visit the Postal Service website at <http://www.usps.com/cpim/ftp/pubs/pub122/welcome.htm>