



October 1, 2025

JEANNETTE Y. GRANT  
MANAGER, CORPORATE AUDIT AND RESPONSE MANAGEMENT

SUBJECT: Audit Resolution Letter – *Postal Service Customer Experience – Delivery Surveys* (Report Number 23-033-R23) Recommendation 2

We agree with the actions outlined by the U.S. Postal Service to address recommendation 2 in the subject report, as described in the related September 26, 2025, memorandum from the Vice President, Customer Experience.

We will update our internal audit tracking system by modifying the status of recommendation 2 from “disagree” to “agree,” and will close the recommendation upon issuance of this audit resolution letter.

We appreciate the cooperation and courtesy provided by your staff. If you have any questions, please contact Victoria Smith, Manager, Quality, Systems & Accountability, at 703-526-5903.

A handwritten signature in black ink, appearing to read "Laura Lozon", is positioned above the printed name.

Laura Lozon  
Director, Audit Services

cc: Amanda Stafford  
Heidi Einsweiler