



February 13, 2026

JEANNETTE Y. GRANT
MANAGER, CORPORATE AUDIT AND RESPONSE MANAGEMENT

SUBJECT: Audit Resolution Letter – *Field Operations Service Review: Delivery Operations* (Report Number 25-066-R25) Recommendation 3

We agree with the actions outlined by the U.S. Postal Service to address recommendation 3 in the subject report, as described in the related February 10, 2026, memorandum from the Vice President, Delivery Operations, and the Vice President, Retail and Post Office Operations.

We will update our internal audit tracking system to reflect this resolution by modifying the status of recommendation 3 from “disagree” to “agree.” Additionally, we agree to close recommendation 3 in our internal tracking system upon issuance of this 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: Jan Hamm
Sean Balduff