



June 4, 2026

JEANNETTE Y. GRANT
MANAGER, CORPORATE AUDIT AND RESPONSE MANAGEMENT

SUBJECT: Audit Resolution Letter – *Serving America: Retail Unit Accessibility* (Report Number 25-030-R25) Recommendations 1 and 6

We agree with the actions outlined by the U.S. Postal Service to address recommendations 1 and 6 in the subject report, as described in the related May 27, 2026, memorandum from the Vice President, Retail & Post Office Operations and Vice President, Delivery Operations.

We will update our internal audit tracking system by modifying the status of recommendations 1 and 6 from “disagree” to “agree.”

Additionally, we agree to close recommendations 1 and 6 in our internal audit 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, or me at 571-274-4015.

A handwritten signature in black ink, appearing to read "Laura Lozon".

Laura Lozon
Director, Audit Services

cc: Joshua Bartzen