

Bulk Mail Claim Limited announces the formation of a Class Members Customer Group in its class action against Royal Mail

London, 6 May 2025: Bulk Mail Claim Limited is inviting customers affected by alleged discriminatory pricing in the bulk mail market to apply to join an advisory group designed to support collective proceedings being brought against Royal Mail.

On 6 March 2025 the Competition Appeal Tribunal made a Collective Proceedings Order authorising Bulk Mail Claim Limited to bring collective proceedings against International Distribution Services Plc (formerly Royal Mail Plc) (“Royal Mail”) (the “Claim”).

The Claim arises out of Royal Mail’s unlawful conduct in relation to the supply of bulk mail delivery services in the UK and seeks to recover damages, estimated to be worth over £1bn, on behalf of persons (including companies, LLPs, public bodies and charities) affected by Royal Mail’s unlawful conduct.

A “[Notice of The Collective Proceedings Order](#)” has been published by Bulk Mail Claim Limited and provides further information regarding the Claim.

With the claim now authorised to proceed, Bulk Mail Claim Limited has established a Class Members Customer Group (“Customer Group”). This initiative aims to ensure that the interests of all class members are fairly and adequately represented throughout the legal process.

Andrew Wanambwa, partner at Lewis Silkin representing Bulk Mail Claim Ltd, said:

“The Customer Group will play a key role in providing valuable insights and perspectives from a range of class members. This will assist Bulk Mail Claim Limited, the Class Representative, in acting in the best interests of all class members, allowing it to draw on the valuable insight and experience of the Customer Group members.”

The Customer Group

Applications to join the Class Members Customer Group are now open.

To be eligible to join the Customer Group, participants must fall within the definition of the “class” in the Claim and have a significant interest in the outcome of the collective action – either due to the volume of bulk mail sent or the impact of the alleged discriminatory pricing.

If participants meet the [eligibility criteria](#) and would like to join, they can visit bulkmailclaim.co.uk for more information on how to apply.

Members of the Customer Group will be invited to attend and contribute to occasional meetings with the Class Representative, so that the Class Representative can take into account members’ valuable insights and perspectives. Members of the Customer Group will be expected to adhere to strict confidentiality rules.

Background

Bulk Mail Claim Limited has been authorised to bring collective opt-out proceedings against International Distribution Services Plc for damages resulting from alleged discriminatory pricing practices in bulk mail delivery services. These proceedings follow-on from the Ofcom Decision dated 14 August 2018, which concluded that Royal Mail abused its dominant market position by attempting to introduce discriminatory prices via Contract Change Notices.

For more information about the Claim and to view the Customer Group Brochure and the full Terms of Reference of the Class Members Customer Group, please visit www.bulkmailclaim.co.uk.

Ends

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Notes to editors

The Claimant:

- To find out more information about the Bulk Mail Claim, please visit the Bulk Mail Claim website at www.bulkmailclaim.com.
- Bulk Mail Claim Limited is a company specifically formed for the purpose of bringing the Claim against Royal Mail for damages resulting from Royal Mail's breach of competition law. Mr Robin Aaronson, the company's sole director and member, was previously a member of the Competition Commission and PostComm.
- Bulk Mail Claim Limited is working with a specialist litigation funder to bring the Claim.

Background and timeline:

- In 2018, an Ofcom investigation found that during 2014 Royal Mail engaged in conduct that affected competition in the market for the delivery of bulk mail and had abused its dominant position, in breach of EU and UK law. Ofcom fined Royal Mail £50m. A copy of Ofcom's decision can be found [here](#).
- [2019](#), Ofcom's decision was upheld by the Competition Appeal Tribunal.
- [2021](#), Royal Mail's appeal was rejected by the Court of Appeal.
- [2022](#), Royal Mail's subsequent request for permission to appeal to the Supreme Court was refused.
- 29 May 2024, Bulk Mail Claim Limited filed its claim with the Competition Appeal Tribunal.
- [20 June 2024](#), Bulk Mail Claim Limited served International Distribution Services Limited (formerly Royal Mail plc) ("Royal Mail") with a collective action claim relating to its anti-competitive behaviour in the "bulk mail" market.
- [12 September 2024](#), the Competition Appeal Tribunal held a Case Management Conference to agree the directions and timetabling for the proposed claim.
- [3 to 4 March 2025](#), a Collective Proceedings Order hearing took place before the Competition Appeal Tribunal. Bulk Mail Claim Limited was successful in its application for a Collective Proceedings Order. A copy of the CPO Notice can be found [\[here – enclosed the Notice Of The Collective Proceedings Order and the CPO Order itself\]](#).

Legal team:

- Bulk Mail Claim Limited is assisted by Lewis Silkin LLP, a leading law firm with a wealth of expertise in complex litigation, and an experienced team of specialist competition law barristers from Monckton Chambers.
- The Lewis Silkin team is led by [Andrew Wanambwa](#) (Partner).