

# Bulk Mail Collective Limited Class Members Customer Group

May 2025





## Introduction

### About

The Class Members Customer Group is an advisory body established to support Bulk Mail Claim Limited in its collective proceedings against International Distribution Services Plc (formerly Royal Mail Plc) (the “**Claim**”). This group will play a key role in ensuring that the interests of all class members are fairly and adequately represented throughout the legal process.

Applications to join the User Group are now open. Please apply using the form [here](#).

### Background

Bulk Mail Claim Limited (the “**Class Representative**”) has initiated 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.

You can learn more about the Claim by visiting [www.bulkmailclaim.co.uk](http://www.bulkmailclaim.co.uk).

### Purpose of the Class Members Customer Group

The Class Members Customer Group is designed to assist Bulk Mail Claim Limited by providing valuable insights and perspectives from a variety of class members. Participants will help ensure that the Class Representative acts fairly and adequately in the best interests of all class members throughout the proceedings.

### Role and Responsibilities

As a member of the Class Members Customer Group, you will:

- Provide your views on questions and issues raised during the course of the Claim.
- Participate in video/telephone conferences and possibly in-person meetings with the Class Representative.
- Offer advice and respond to questions from the Class Representative.

Please note that the role of the Class Members Customer Group will be advisory. While your views will be highly valued, the Class Representative is not obligated to follow or accept the advice provided by the Class Members Customer Group. Equally, members of the group will have no liability to the Class Representative.

### Eligibility Criteria

To be eligible to join the Class Members Customer Group, participants must meet all of the following criteria:

- Be a company, organisation or government body which falls within the definition of the “class” in the Claim. For details on the class and to find out if you fall within the class, please visit [here](#).
- Have a significant interest in the outcome of the collective proceedings, either due to the volume of bulk mail sent or the impact on it of the alleged discriminatory pricing.
- Be willing to actively participate in discussions and provide valuable insights and perspectives.

- Be available to participate in in video / telephone conferences and/or in-person conferences from time to time throughout the duration of the Claim.
- Commit to maintaining strict confidentiality as outlined below and within a signed confidentiality undertaking (the terms of which are set out within the Terms of Reference document [here](#)).

### Membership and Confidentiality

Members of the Class Members Customer Group will be appointed by Bulk Mail Claim Limited in consultation with its legal advisers, Lewis Silkin LLP. We aim to include a representative range of different sizes of customers, including companies, government bodies, and charities.

Members must undertake not to disclose the fact of, or the content of, any discussions or information shared within the group to third parties outside the Class Members Customer Group, except to the Class Representative, the consultative panel of Class Representative and the Class Representative's legal advisers. A confidentiality undertaking will be required from all members.

### Meetings

Meetings will be convened from time to time at the request of the Class Representative, with at least five days' written notice. These meetings may take place via telephone conference, video conference, or in person at the offices of Lewis Silkin LLP. We will ensure the meetings are as flexible as possible for enable maximum participation. The director of Bulk Mail Claim Limited will chair all meetings, and minutes will be recorded by the legal team

### Expenses

While members will not be reimbursed for their time, reasonable expenses incurred in connection with their role will be covered, subject to prior agreement with the Class Representative.

### Full Terms of Reference

To view the full Terms of Reference of the Class Members Customer Group, please visit [here](#).

### Apply to Join the Class Members Customer Group

If you meet the eligibility criteria and would like to join the Class Members Customer Group, please apply using the form [here](#). Your participation will contribute significantly to the success of the collective proceedings and the fair representation of all class members.

We look forward to your positive response and to working together towards a fair resolution of this matter.

For further information, please visit the claim website: [www.bulkmailclaim.co.uk](http://www.bulkmailclaim.co.uk)

The website contains responses to a number of frequently asked questions about the Claim, as well as copies of key documents filed at the Competition Appeal Tribunal in support of the Claim.

The claim website will also be updated with further information as the claim progresses. We recommend that you register your details on the website to receive updates and any future notices via email.

For general enquiries, please contact:



**Andrew Wanambwa**  
Partner

+44 (0)20 7074 8160  
[andrew.wanambwa@lewissilkin.com](mailto:andrew.wanambwa@lewissilkin.com)

For media enquiries please contact:

Ryan McSharry, Head of Professional Services, Crisis and Litigation (UK) at Infinite Global:

E: [RyanM@infiniteglobal.com](mailto:RyanM@infiniteglobal.com)  
T: +44 (0) 20 7269 1443

Tal Donahue, Director at Infinite Global:

E: [TalD@infiniteglobal.com](mailto:TalD@infiniteglobal.com)  
T: +44 (0) 20 7269 1438

Follow us:

[X.com/lewissilkin](https://x.com/lewissilkin)

[linkedin.com/company/lewis-silkin](https://www.linkedin.com/company/lewis-silkin)  
[lewissilkin.com](http://lewissilkin.com)

