



National Postal Service  
Federated States of Micronesia  
FM  
Pohnpei

COMPLAINT AND INQUIRY FORM

THE FSM POSTAL SERVICES WANT TO ENSURE YOU ARE SUBMITTING YOUR CONCERN OR INQUIRY TO THE RIGHT OFFICE SO IT CAN BE HANDLED IN A TIMELY MANNER. PLEASE TAKE A MINUTE AND READ THE FOLLOWING BEFORE FILING A COMPLAINT WITH OUR OFFICE.

IF YOU ARE HAVING A PROBLEM WITH THE DELIVERY OF YOUR MAIL (LATE ARRIVAL, TRACKING, ATTEMPTED DELIVERY, MISDELIVERY, ETC.) OR AN EMPLOYEE/CUSTOMER SERVICE ISSUE, PLEASE CONTACT YOUR LOCAL FSM POST OFFICE, (POHNPEI 320-2313, KOSRAE 370-3057, CHUUK 330-2737, YAP 350-2197) OR EMAIL TO: Juliann.ardos@post.gov.fm INSTEAD OF COMPLETING THIS FORM.

DATE : \_\_\_\_\_

NAME: \_\_\_\_\_

RECEIVED BY (CLERK) : \_\_\_\_\_

TEL#/E-MAIL: \_\_\_\_\_

TRACKING NUMBER: \_\_\_\_\_

BOX#: \_\_\_\_\_

COMPLAINT/ISSUE

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ASSIGNED TO: \_\_\_\_\_

[ ] RESOLVED DATE: \_\_\_\_\_

DETAIL EXPLANATION OF HOW ISSUE/COMPLAINT WAS RESOLVED

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