

MEGAN J. BRENNAN  
POSTMASTER GENERAL, CEO



September 24, 2018

The Honorable Claire McCaskill  
Ranking Member  
Committee on Homeland Security  
and Governmental Affairs  
United States Senate  
Washington, DC 20510-0202

Dear Senator McCaskill:

Thank you for your continued focus on rural postal matters. Following up on the cross-state address concerns that you raised, I asked our Address Management experts and District officials to investigate. I am pleased to report that we have effectively resolved the issue.

Working with individual customers, Postal officials in the Hawkeye, Gateway, and Mid-America Districts successfully converted the addresses. Missouri customers who previously were required to use an Iowa or Arkansas state designation in their mailing address are now able to use their correct state designation of Missouri. It has been several months since the conversion has been in place and there have been no reported problems. Indeed, the conversion has been well-received.

Thank for you bringing this to our attention and for providing the opportunity to better serve our customers.

Sincerely,

A handwritten signature in black ink, appearing to read "Megan J. Brennan", followed by a horizontal line extending to the right.

Megan J. Brennan