



It's Not a Judgment Call.

The purpose of the Freedom of Information Act is to ensure that every citizen has the right to access information about the government, including the Postal Service. It doesn't matter who's making the request, or why. All FOIA requesters have an equal right to access records under the law.

When you're responding to a FOIA request, avoid questions of whether the requester needs the information or how it will be used. By treating all FOIA requesters equally, you promote trust in the Postal Service. Moreover, you enhance the Postal Service's image as an organization that's responsive and transparent to its customers.

And that's smart business!