

May 4th 2020

Written evidence submitted by Money Mail (COV0131)

Dear Sir/Madam,

The Daily Mail's personal finance section Money Mail has compiled a dossier of readers' letters that we hope you will find useful to your inquiry into food supply in the Covid-19 pandemic.

We first published a story on Wednesday, April 22, detailing the problems some classed as 'clinically vulnerable' were having securing a supermarket delivery in the lockdown.

We then received hundreds of emails and letters from readers sharing their experiences. This was one of the biggest responses we have received to a story in recent memory.

Money Mail then ran another story the following Wednesday (April 29th) sharing more reader stories and calling on supermarkets to do more to help. In this story, we told readers that their letters (with personal details removed) would be sent to the Efra inquiry.

The pages that follow, we have included more 300 of the letters and emails we received in response to our coverage of the issue.

Regards,

The Money Mail team,

Daily Mail

1. My husband and I are having to shield but unfortunately like most other people in similar circumstances, do not meet the very limited criteria set out by the Government for assistance with Food Deliveries. One has to ask why do so many able bodied people clap and cheer for the NHS Staff from their door steps on a Thursday evening yet a great many of them go online to do their Grocery Shopping booking a Home Delivery Slot? Do they not have the sense to see their selfishness and irresponsibility means that the Elderly and Vulnerable who have to shield are unable to access Online Shopping Delivery Slots as they have used them all up! The Elderly and Vulnerable are therefore left with no option but to visit the Supermarket themselves, thus risking catching Covid19 and ending up in ICU and being cared for by the very same exhausted staff that each Thursday the `selfish` within our society stand on their door steps and clap and cheer for! Would it not make much more sense, and reduce the numbers of elderly in ICU, if they got their Trainers on and walked around the Supermarket picking up their own Groceries?

2. It's ludicrous when so many fit and able Adults are on furlough or even working from home but are too lazy to put on their Trainers or jump in their car and go to do their own shopping. Whilst the elderly are staring into empty fridges!

3. One also has to also question why the large Supermarkets do not put a stop to this whole online shopping debacle by quite simply stating that only persons over the age of 70 can have access to Online Home Deliveries. Proof of age i.e. a Driving Licence (or similar documentation) at point of first Delivery. Any persons under the age of 70 would have to provide proof from a GP that they are regarded as `Vulnerable` before they too access Home Deliveries. It's ludicrous when so many fit and able Adults on furlough or even working from home are too lazy to put on their Trainers and go to do their own shopping.

4. The Scottish Government's First Minister, Nicola Sturgeon and her Team say they are pulling out all the stops to assist the Elderly and Vulnerable, yet I have written to her and indeed many other SNP MSP's and local Councillors direct advising that at one point we were left with one egg and half a pint of milk in my Fridge, and the response was? A standard Email thanking me for writing and giving me a Link to `How to Keep Safe during the Covid 19 crises!" Like so many others who are shielding, we have no family residing anywhere near us, volunteers can offer some assistance by collecting the odd pint of milk or bread, but volunteers are snowed under with the numbers they are trying to assist and `Man or woman cannot live by bread and milk alone!` We are not asking for Charity; Free Food just fairness that we, we really really need to have Home Deliveries can access them, and at last have a regular supply of food!

5. My husband is 80 year old and I am 76 years old. At the start of the shut in we were told that we had were classed as vulnerable and had to stay in apart from exercising. We have no relatives that live in the town, Clevedon. A month ago I managed to get a delivery from Morrisons which was delivered last Saturday. I have not been able to get another delivery.

6. I have shopped with Tesco on line for the past four years using the same slot on the same day and am having no luck at all with on line shopping now. Since lockdown started I have had only 3 deliveries and the next one isn't due until 13.5.20. I am 88 years old and housebound due to the fact I am not mobile. I have 2 daughters, both of whom are isolating, one, because her partner had a letter from the government stating he was vulnerable, and the other has an autistic son and finds it difficult to keep him in if she is not there. She does shop for me once a week, but I do not like stressing her out and would not have to do so if I could be certain of a weekly slot.

7. Although I'm registered as a vulnerable customer with Sainsbury's I still can't get a home delivery slot for this.

8. Dear Sirs I have not been able to get a delivery slot from Sainsbury's. Every time I log on to them I get the message they have not been able to identify me as one of their elderly or vulnerable customers. I have registered with gov.uk to no avail. I am approaching my 89th birthday and my wife is 81. Over the last few years I have had AKD, PMA, for this I take steroids, that do affect my immune system, I have had a Pacemaker fitted, two pulmonary embolisms of the lungs. I am also on Warfarin for my blood. If this does not make me vulnerable I do not know what will.

9. My wife is a vulnerable person. She has a letter from the NHS, has daily texts from the NHS and has had a telephone call from her doctor's surgery outlining the support that would be available to her. On the 9th of April I emailed Sainsburys asking for a food delivery slot to our home address, giving them full details of her health status, her NHS number, our Nectar card number and of course our home address. She has filled in the 'on line' NHS form and informed Sainsburys of this in our email of the 9th to Sainsburys. We have had no reply from Sainsburys - can you please help.

10. Having read the article in Wednesday's Daily Mail, by Amelia Murray, regarding supermarket deliveries, I felt I should get in touch regarding the experience I have so far had with Asda. Just prior to the announcement of the lockdown and in anticipation that I would be classed as vulnerable due to a health condition, on the 17th March, I placed my first order with Asda. The earliest date I could get was the 30th March. Despite challenging stock levels in stores, I received my delivery with no issues even though several items were substituted. After placing this order, and due to concerns that delivery slots were limited, I managed to get a further delivery slot on 1st April. Over the following few weeks after spending a lot of time checking for available delivery slots online at all hours of the day and night, I managed to secure deliveries for the 8th, 14th and then 22nd April. For each of these deliveries I followed the advice Asda give on the website to try and only amend the order once and in the 2 days prior to the delivery. In fact, on each occasion I logged into my account during the afternoon on the day before the scheduled delivery. The process worked well, the website was easy to navigate and the orders amended and delivered without any issues and following the delivery on the 14th April I sent positive feedback to Asda as I believe the staff in store are doing a great job during this challenging time. My problems started earlier this week when I attempted to look for a delivery for next week and found that on Monday 20th April, the earliest delivery I could find was 3rd May. This was despite Asda stating previously on the website they would only display slots for a 7 day period. Despite feeling a little frustrated, I knew I had an order for the 22nd April so could add extra items to that order the following day that would see us through until 3rd May. On Tuesday afternoon, I logged onto my order and spent quite some time amending and adding items to it. The initial order I placed came to a total of approx. £40 and by the time I had finished, this had increased to £130. However, when I went to checkout I encountered problems kept getting a message saying 'sorry we've had a technical error, please try again'. I did this a few times without success. I then called the Asda customer service team and spoke to a lady, who I believe was in an overseas call centre, who told me I had misunderstood the website and orders can only be amended 2 days before and not the day before the delivery. When I explained I had been able to amend previous orders the day before, she hung up on me. I tried to checkout the order again a few times, again the same issue at the same point in the transaction after I had confirmed my card details. At this point I was getting increasingly frustrated and concerned that I would not get the items I wanted so I called the customer service number again. I believe I was speaking to the same person, as the name she gave sounded the same, although I did not catch it, she denied it was her. (The same thing happened

when I dealt with this customer service dept a few years ago). Again she told me that the wording on the website copied below means that it can only be amended 2 days before delivery.

You can only amend your order in the last 2 days before it's due. The cut off time is 10pm.

The conversation was going nowhere so when I asked for her name, she hung up on me for a second time. At this point I gave up on trying to change the delivery and emailed a complaint to the CEO Roger Burnley and copied the email to the customer service email. I received an auto-reply from the customer service mailbox to state that the mailbox was not currently being monitored due to the coronavirus and help could be found on their website. The following day I received a reply from the Asda Executive Relations team stating that they were extremely busy but would be in touch as soon as possible. As I am yet to receive a response, and after reading the article in the newspaper, I felt it was fair to warn others that if anything goes wrong with an order, it is impossible to get it resolved. Since then I have also found the attached screen shot on the Asda website which clearly states that orders can be amended the day before until 10pm (although it has since been updated to '3 days before delivery is due') My original £40 order arrived yesterday and even though it was booked for the time 7.30-8.30pm, the driver turned up at 3pm and whilst this was not an issue, when I asked why, he didn't know but the order had been added to his van and he had been asked make it his first delivery. Until yesterday, despite receiving the letter from the NHS about being extremely vulnerable, I had not felt the need to register as needing help as I had been able to book deliveries myself. I felt that there would be others who had greater need. I have now registered and ironically it is Asda who have been the first to get in touch regarding booking a recurring delivery. Whilst I have done this through necessity, if I receive communication from any of the other supermarkets and do not get a timely and satisfactory response from Asda regarding my complaint, I shall cancel the orders I currently scheduled with them. I would just like to finally add that the experience this week has been extremely stressful. As well as being 'extremely vulnerable' I am also recovering from a broken arm sustained prior to the lockdown, I am a single parent and was working full time (from home) until I was furloughed last week.

11. This the latest, instead of logging onto a self-refreshing site as I normally do, there is the following:-

Because our site is so busy right now you may experience some delays

Please wait and refresh this page occasionally as it won't refresh automatically, we're sorry for any inconvenience and thank you for your patience.

I refreshed the page constantly for about an hour to no avail. Good night!!!!!! I think Tesco have lost the plot

12. Dear Money Mail, Attached is a photo, taken this morning, of my neighbour's THIRD food delivery this week. Since lockdown began, they have regularly had 2 Waitrose & 1 Sainsbury's delivery per week.

A young family of four, they go running each morning so one can assume they must be in good health. The rest of the day is spent at home, so the parents don't seem to leave the house for work reasons.

I write because my 90 year old father has cancer and looks after my mother who is in the terminal stages of Alzheimer's. Having been a regular weekly customer of Ocado for 5 years he can no longer get his Saturday slot.

I have also been unsuccessful in getting a slot not only for my parents, but also for my husband. He has underlying health problems and a weakened immune system so cannot leave the house. When I go to do the shopping I am putting him at risk. My neighbours can clearly get to a supermarket whilst there are so many in the country who cannot.

13. Dear Daily Mail, I have a letter from the NHS stating that I need to shield myself for the next 3 months (10 weeks left) as I have been identified as having serious underlying health problems. Only Waitrose contacted me 10 days ago stating that they were offering people like me priority slots. And I don't mean turning up at 8am and getting in line. So far, despite trying several times a day, I am unable to secure a slot from any of the supermarkets mentioned in your article 22nd. April. Fortunately, a wonderful local volunteer group have been shopping for my wife and I, but we do not want to burden them with this responsibility when I should be able to get an online delivery or click and collect at least. Hopefully, you may be able to persuade these supermarkets to honour their pledges. I know the supermarket staff are all front line heroes and hope when this is all over they get the financial reward they are deserving of. After all, just how much money are these supermarkets profiting from this Pandemic.

14. Dear sir. The NHS wrote to me, telling me to stay at home for 12 weeks as I have COPD and Vulnerable!!. Unfortunately I've not even been able to even Register for home delivery shopping with any of the major supermarket chain's. I've now given up and have to rely on my Friends.

15. My husband Neil is in the highly vulnerable group and is shielding. He has had letter from NHS telling him that he is in this group and was given a number to text and register for help with priority deliveries. We have still not had any communications from any of the big supermarkets. Every so often we get lucky with delivery slot from Tesco - we have managed 2 in period of lockdown. When will all supermarkets start to contact us and give priority? We have to socially distance in our home and I am scared every time I have to go to a supermarket. If my husband contracts Covid 19 his immunotherapy treatment will be halted. The website to register for help with deliveries is only available in England. Please tell Scottish supermarkets that we need priority slots for highly vulnerable people.

16. I received my letter from NHS on 21 March. I registered as soon as I received the Dept. of Health & Social Care letter on 3 April. Until then, I had opened the Sainsburys website and saw delivery slots available, so thought that somehow they had my details and proceeded to order on 21 March, 28 March and 3 April – all well and good. However, the following week there was nothing, so I panicked! I tried Ocado but that was impossible with a one to two hour wait.

17. I could not get through to Sainsburys for obvious reasons, so tried my local Waitrose – they gave me a number to ring and said to have my letter handy. I rang this number and they said that they were working their way through the list they had received from the Government. I then arranged a delivery from my local shop on 15 and 22 April, but was restricted to 15 or so items. This week I tried Waitrose again and there were no slots, but a note on the site advised that all vulnerable customers have now been contacted! This caused me to go on to the Gov. website and re-register. I happened to go on to the Sainsburys website and found slots available, so have taken advantage and hope they will be available still in the next week or so!

18. I have had an online delivery with Tesco's for a good many years as we are both over 70 and live in the country. I took out one of their delivery saver plans. I usually just click on my favourites which is easy. Usually before a bank holiday they email to say slots are being taken, so book one if you

want one. Not this time. I went in to do my regular order but there were no slots available this was in March. Eventually on Easter Sunday morning I managed to grab a couple of slots a fortnight apart. Since then it has been hopeless, I don't want to sit up until midnight to get a slot. Suddenly some slots became available out of the blue one afternoon this week, The first slot available was in three weeks time. Still I grabbed it. We will just have to go to the local co-op in the meantime. As for Sainsbury's my account was blocked as I was not registered as vulnerable. Someone on twitter told me a number to ring to register, as we are both over 70. This I did we then had to wait to see if we had been accepted. We received a text message to say we had been registered. Great. Went online but my account still blocked and saying I was not registered. I then phoned from my mobile the number that was suggested. Listened to an awful lot of twaddle then press this, press that. Did all that, then was told they had had an unprecedented number of calls and to try later, phone line going dead. Tried this so many times but same result, so gave up on Sainsbury's. I'm sure I'm not the only one.

19. I am writing to you in response to your article in Money Mail regarding the difficulty of getting a food delivery slot from the Supermarkets. In early March, I managed to get two slots with Tesco, one week apart. Since then it has been impossible to get another slot. I try daily with Tesco and Morrisons, staying up sometimes till after midnight and even trying in the middle of the night with no success whatsoever. I have tried to register with Sainsburys but they are taking no new people at this time. My husband and I are in our late 70's and are fortunate enough to have a marvellous young couple next door who do a weekly shop for us but always in the back of our minds is the thought that they are putting themselves into danger for our sake. Although we have certain health issues, we do not qualify for an NHS letter. Our daughters also live too far away to be able to help. I wish the Mail success in trying to help people in our situation, many not so lucky as we are, to be able to get a delivery spot.

20. I read your article in yesterdays Daily Mail and can testify that getting delivery slots is not just difficult but impossible. There are 3 of us in our house, my wife who is 68 and because of her arthritis is classed as vulnerable and not able to go out at all. Her father is nearly 96 and because of his age is classed as vulnerable. Then there's me a fit 70 year old but still fairly vulnerable due to my age. I have tried for weeks to book a spot but have failed miserably. One of my hobbies is reading newspapers and when the DM advertised free delivery i immediately rang the number and gave my details. I was told it would be 10 days before i had my first delivery. Around about April 3 i had a letter with my vouchers attached and a telephone no. to ring if i had any questions. I rang the number 03332201906 to ask who was delivering my papers. I live in Bridgend, S. Wales, my nearest paper shop was in Stoke on Trent apparently! Any ideas how i can get the paper delivered locally?

21. I try every night at midnight when the new day is being released by Tesco and Sainsbury. I have been successful only once with Tesco almost three weeks ago. How can all the new slots released with a new delivery day be gone just one second after midnight? Not possible. These store must be fixing the schedules. We are both in our seventies and I have hypertension and diabetes but cannot get on the governments vulnerable list. They instruct the over 70's to stay in doors, but we are forced to go out to get food. There should be no deliveries to anyone except the very vulnerable and the over 70's. It's the supermarkets that are putting us at risk with poor delivery software that fails to differentiate those in need from others. NB: What are the army doing and why aren't they helping? Really poor deployment by this benign government.

22. I read with interest your article re supermarket deliveries. We come in the vulnerable group of over 70s. We are struggling to get click and collect and delivery slots at supermarkets in

Gloucester. Tesco and Aldi are less than 10 mins walk from our home. Tesco is currently booked up to 13th May. As you will see below I contacted Aldi to suggest a click and collect service and received the replies below. Some of the reviews for the Aldi food parcels are poor and little choice of goods. We used to regularly shop at Aldi before this Covid 19 crisis. We would not use the food parcel delivery from Aldi as there are a number of items in the parcels that we don't like but we would use a Aldi click and collect service if it was for all the Aldi products. I would be grateful if you do not publish my name etc. Thank you.

23. Further to my email below, another comment I would like to make is that there are too many packets of biscuits in the food parcel – one would be plenty for a week. A tin of fruit, e.g. peaches would be useful. Thank you for your email re my suggestion for a click and collect service. I have reviewed your food parcel contents and have decided that I will not purchase one for the following reasons. We would never buy Almond milk as we don't like it but I have at least 2 cartons of soya milk per week and my husband has at least 2 x 4 pints cow's milk per week so one carton of UHT is not enough. We would certainly not buy peanuts, tinned chicken curry, coffee and chilli con carne as these are items we don't like. We feel that there should be more choice of what's in the parcels, there is no fresh fruit of which we consume a lot in a week. I have asked my daughter and my friend, both self isolating, what they think of the parcels and both say that they would not buy them but a proper click and collect service like other supermarkets would be very welcome. We spend approximate £40 a week in Aldi under normal circumstances but during this Covid 19 we are dependent on a supermarket doing a click and collect or delivery from other supermarkets. We have to arrange for someone to pick up our click and collect order for us. I hope you find our comments useful.

24. I am replying to your article in the April 22nd Daily Mail referring to people struggling to get a delivery slot for online shopping at the supermarkets. Even though I am a carer for my 87 year old mother who has mobility issues and I am a 56 year old Asthma sufferer who recently had a triple hernia operation. We never received a letter from the NHS however our doctors surgery text the pair of us to advise that we should stay indoor for 12 weeks. I created online accounts with Asda, Tesco's, Morrison's however as for Sainsburys they were not taking new registrations. Asda and Tesco's slots are all full for the next three weeks, however Asda click and collect website does not allow you to add a time for the available slots. Tesco's nearest click and collect is in Poole a 32 mile journey that will take 45 minutes from where I live Portland Dorset, even though Tesco's has a big store in Dorchester, however they do not provide a click and collect service. Morrisons well what a waste of time, by the time I have done my shopping list I have run out of time and get a slot and get pushed back in the slot queue of 20 minutes. I have tried phoning Sainsburys which is an automated message, after registering my elderly mother and try their two numbers after being put on hold without talking to anyone I get cut off after a 10 minute wait. We have both been put into a compromised position where once a week we have to go to Tescos on Portland and the new Lidl store just off Portland to do our basic shop. We have gone too our local Co-op store to do additional shop if needed.

25. I enjoyed the article by Amelia Murray, and to be honest I found I am not alone, as I found on twitter vulnerable people, being left isolated and having to do their weekly shop in supermarkets by themselves. I think after this experience, I will probably not shop at Tescos, Asda or Sainsburys.

26. I read your piece in the Mail yesterday with interest. It seems the whole problem of getting food whilst self-isolating is one topic which has so far been ignored. I have certainly spent many hours, some during the night, trying to get a slot, and was so concerned that I emailed the Cabinet Office last week. My husband and I are in our 70s and 80s and have been conscientious about self-isolating

so far, but we know we may have to end it at any time if we start to run out of food. Many of our friends of a similar age have already given up and gone out to a supermarket, although it isn't easy at this age to wait in a queue on the car park. It isn't in the supermarkets' interests to increase their delivery base by very much because they will fear that, when this is over, customers will go back to shopping in person, but something needs to be done. Incidentally, at 2 o'clock this morning there wasn't a single delivery slot at any of the supermarkets!

27. I am 77 years old and my husband is 85. We have been shopping on line with Tesco for about 5 years and subscribe to their delivery saver, we pay annually . We have a weekly delivery. We have now been in lockdown for 7 weeks.I managed to get a delivery on 16 th April and have not been able to get another until MAY 14 th. I try 3/4 times a day to book another slot but they are always unavailable. Yesterday I just happened to be online when some slots appeared and I rushed to book one, put items in my basket and paid to reserve the slot. I would like another delivery before May 14th of course.

28. 5 years ago, I had a heart operation, followed a year later by a hysterectomy. I am also diabetic and under the care of Southend hospital eye department for an eye problem. I am in a wheel chair so when we were able to shop there is only so much you can put in a supermarket basket. I have recently spoken to Tesco. I made the call at 9 in the evening and was told there was a 20 minute wait. I waited .the operator asked me why I should get priority and I told her my problems. She then asked me if I had any help nearby and I told her my daughter bought us milk and bread. She said in that case I was not a priority. I have two houses next door with able bodied families and they are getting Tesco deliveries. That is what caught my eye in your heading yesterday. They are selfish shoppers.

29. I have been struggling to obtain a food delivery slot, ever since this wretched pandemic began. My husband is 85 years old and suffers with Parkinson's disease with dementia, sclerosis of the spine and has a pacemaker fitted. I am 78 years old and have diabetes, back problems and poor mobility. So far we have been dependant on Family(who live a distance away) and neighbours. I have received a letter from Enfield Council confirming that as my Husband's carer I am a key worker.

30. I'm writing on behalf of my neighbours, an elderly couple who qualify as vulnerable on all counts. They are in their eighties, she has a severe hearing impediment and her husband is confined to bed having suffered two strokes and, more recently, a severe bout of pneumonia that hospitalised him for ten days. This was prior to the pandemic and unrelated. A regular user of Waitrose on-line shopping facility she had no reason to believe that she would have any difficulty in continuing with her weekly order. How wrong could she be. She is an able woman and well versed in usage of internet for ordering goods, retrieving information etc. She went on line expecting to place an order as per normal. Initially there was no problem but after the first couple of weeks of isolation the situation deteriorated dramatically. She had one order in place, fortunately, because when she logged on to place her next order, in the last week of March, she was informed that the first available slot would be the first week in June. She phoned us in some anxiety as she was very confused. She phoned Waitrose and asked to speak to the manager, having first doubled up on the order due for delivery. The manager's response was a tirade of his woes and difficulties. The bottom line is she is now expected to log in everyday, several times, if she is to have any hope of successfully securing a delivery slot. It would appear that notification of availability is erratic. She has tried 6.00 am 11.00 pm and all hours in between to no avail, in the meantime performing numerous other duties as her husband's main carer over and above the twice daily visits from carers provided by the state. I am only too happy to shop for her and have done so as necessary , but surely this chaotic situation cannot be right. I, for one, have far higher expectations of John Lewis than this.

Apologies, you did ask for people to write in and so I have chosen to do so ,on behalf of my neighbours. Her generation have far greater forbearance than the rest of us and wouldn't want to be nuisance. Over to you, I will let her know I have written and with her approval, will supply names and addresses if needed. The Waitrose in question is in Chichester,West Sussex.

31. Hi. Read your article in yesterday's paper and thought I'd tell you of our experience. My partner of 20 years, Tom, has cancer for the second time. He has Myeloma a non curable blood cancer which affects the bones and has two tumours in his spine. 10 years ago he had Hodgkins Lymphoma which he recovered from with the aid of chemo and radio therapy. He is currently undergoing his second round of chemo in two years in the hope it might put him into remission again. His previous remission lasted just 9 months. I am a Community carer and should really be self isolating to shield Tom but would not be furloughed so cannot afford to lose my wages. We have been given priority at Tesco with whom we have shopped online for two years but find it totally impossible to obtain a slot! Therefore I'm putting Tom at risk every time I have to go shopping in person. Surely it shouldn't be impossible to differentiate between those who really need the priority slots and those who don't?

32. I have had a delivery every week of the last 2 years from my local ASDA at Chapeltown Sheffield. I have not been able to get a slot since 20 th March. I pay a yearly delivery charge. It is very frustrating not to be able to get one now even as my husband is vulnerable and we have a letter. He is 81 suffers from Marfan syndrome and COPD. Marfan is the connecting tissues in your body and he has had Aortic valve in his heart. Replaced. I have tried everything to speak to someone to get this problem solved as if this goes on all year and people go back to work. We won't be able to ask family or neighbours to help.

33. I am one of the lucky older ones as I don't have any serious conditions ,just a few minor things and arthritis. I have been unable to get a slot with Tesco or Asda on spite of trying until gave up in sheer frustration. The nearest Tesco is about a mile away and Asda two bus rides , I don't drive so find it impossible to get there. At 88 years old and living alone I sometimes feel isolated. I am also lucky in that I have a family member who brings me groceries but it would be great not to have to rely on her. I am sure there are many more like me who feel we are being passed by , by the authorities. There must be a better way to ensure that people like me can stand a better chance of being independent.

34. This is a copy of my email to Asda that is self explanatory. All I received off them was an electronic reply to say they haven't time to read emails. If phoning the call gets cut off. They are not speaking to their customers and not coping with the situation. No help at all and many other customers are complaining too.

Sent from AOL Mobile Mail

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On Thursday, 23 April 2020, customer.services@asda.co.uk <customer.services@asda.co.uk> wrote:

Hi,

I appreciate how busy you all are at the moment but I am very annoyed about having to pay a full weekend delivery charge. I am a disabled person , registered severely sight impaired. I have been having online deliveries for several years and my delivery pass is for mid week deliveries and expires in June.

I have been trying for six weeks to book a delivery and can't get one until weekend gone when the first available slot was Saturday 2ndMay in the evening so I booked it. I am angry that I am having to pay the Full delivery charge even though I have a pass that covers mid week deliveries and it is no fault of mine that I can't book any mid week slots. I would expect some sort of discount. Secondly what is the point of renewing my delivery pass in June when I can't get any slots when I need them? I am a 67 yr old woman, my husband is mid seventies and our nearest Asda is over 40 miles away. At this present time we are not allowed to travel distances and we are self isolating.

Your comments would be greatly appreciated so I know what to do next as I am not paying for a delivery pass and not be able to use it.

35. Sainsburys are still saying that they are prioritising elderly and vulnerable customers. See attached snapshot. However, this is no longer true and should be removed from their web sites. It used to be possible to phone 0800 953 4988 and register as elderly or vulnerable, but this is no longer the case and if you speak to someone they will tell you that Sainsburys havestopped adding elderly or vulnerable customers to their list of priority customers. I did register as elderly some time ago but if I try to book a delivery I get the message:

"We're really sorry, but we haven't been able to identify you as one of our elderly or vulnerable customers based on the information we have. We're now working with the government to identify those who are most in need."

The government list is only for the "Extremely Vulnerable". The Vulnerable includes the elderly (ie over 70) and those with moderate medical conditions such as diabetes, obesity, asthma, pregnancy etc. Unless they are already on the Sainsburys priority list, therefore, elderly and vulnerable customers are now not even able to attempt to book a delivery slot, even if some slots are still free shortly before the order cut off point. That is hardly "prioritising".

36. Sirs, in response to your article I would like to add my experience with Tesco deliveries or lack thereof. My wife and I live on the Isle of Man,I am elderly and have chest problems and neither of us drive,also we have been advised by our government not to use public transport.The one Tesco's here is the only major supermarket and the only one to deliver. It has always been that one has to apply for a delivery the maximum time ahead which is 20 days and very early in the morning at that. From mid November to mid January it is almost impossible to get any slot at all. There is obviously no slack in the system at the best of times so when the virus came forget it. I was lucky that on about the 27th March (by some miracle) I managed to get a slot for the 5th April and took the opportunity to stock up as well as I could. Since then there has been no slot available up to the latest possible date at the moment which is 13th May. We are fortunate that we have enough stock for the moment and have a nearby village shop for essentials and friends who occasionally go into town and add any small amount of stuff that we need to their shopping.What about the many older people here not as lucky as us? I realise that a business has to make a profit but I would emphasise that there has NEVER been sufficient delivery vans or drivers. It sometimes seems that our particular position as a little island pushes us to the back of the queue for consideration by the Tesco bigwigs.Out of sight is out of mind!

37. My problem is that my husband got the NHS letter and is shielding but I am the one with the supermarket accounts so they don't consider me as vulnerable as I didn't get the NHS letter, despite the fact that I am 77. I don't know how I can get around this problem.

38. Dear Sir. Thank you for the feature you did yesterday re the Online Shopping fiasco. My wife and I are both disabled and I am usually able to get around on my mobility scooter. But at the start of the Lockdown we were both sent letters telling us that we were on the at risk register. We live a 5 minute scooter ride from our local Sainsbury's and I used to shop every day since the store opened about 12-15 years ago and have a nectar card, I contacted Sainsbury's and registered they asked if I had shopped there before and if I had a Nectar card, I answered yes to both questions and they said they would get the list from the government and would email my wife telling us when to register for a slot, we received an email the next day telling us to go into their online shopping and sign in using the email I used at nectar and I would get a slot. I went online and did as asked but just kept getting told that I was not on the list, it further stated that if I was then to try again. I have now been trying for nearly five weeks, but it is impossible to contact them on the phone, and the worst thing is that we keep getting emails from the CEO of Sainsbury's asking my wife is all okay and that they are pleased to help us. Needless to say when all this is over I shall never shop there again, I have a Tesco just a 10 minute scooter ride away and that is where I shall be shopping in future. Sorry Sainsbury's but you are a waste of time.

39. Hello my name is *****, I am a pensioner and partner and carer to Steve. Steve is in the extremely vulnerable at risk group of people and we have registered him on the government at risk register. However having had no acknowledgement, we don't know if he is even on it. We have had no luck whatsoever obtaining any shopping on line. We have registered with all the big supermarkets. I stay up late trying to find a slot, to no avail. I have been able to buy a food box from Morrison's which I was impressed with. Our neighbours have asked if we want anything but they too have health issues and I don't want to put them out. Because Steve has to be shielded, I am frightened to shop too far from home. This leaves me with my local supermarket, prices have gone up on some items and I cannot afford to shop there all the time. What's the point in being on the 'at risk register'?

40. I have been a regular Tesco home delivery customer for at least 6 years with basically good service - last delivery was 31st March - I am now* unable to get a home delivery slot - I live approx. 15 - 18 miles from nearest store - age 74 years - It would appear that they are ignoring (or unable to identify regular customers) when in most need.

41. I am a 84 year old with AMD and a pacemaker, my wife is 82 and physically disabled with Alzheimers. How do we get on the list that has been sent to shops ?

42. My wife is a vulnerable person. She has a letter from the NHS, has daily texts from the NHS and has had a telephone call from her doctor's surgery outlining the support that would be available to her . On the 9th of April I emailed Sainsbury's asking for a food delivery slot to our home address, giving them full details of her health status, her NHS number, our Nectar card number and of course our home address. She has filled in the 'on line' NHS form and informed Sainsbury's of this in our email of the 9th to Sainsbury's. We have had no reply from Sainsbury's - can you please help.

43. I registered with the government website several weeks ago after receiving a letter from the John Radcliffe Hospital telling me to self isolate for twelve weeks as I have an auto I Immune condition and on immune suppressant medication .I had a text from gov on the 9th of April confirming this told to ring GP was told they couldn't do anything until they had a letter from Gov confirming this therefore Waitrose won't give me a delivery slot until this happens!!.

44. Have tried to get a delivery slot with Tesco sainsburys waitrose asda Morrison's Aldi and Iceland since the lockdown I am 73 years old and suffer from angina so i really do not want to go out shopping is there a secret way of getting a slot or am I just unlucky Thank you

45. Ocado, Sainsbury's, Tesco, Morrisons, Waitrose, are outlets who have consistently refused to allow me a slot,saying that they have not received from "The Government" notification that I am a vulnerable customer. I am suffering from a chronic chest condition C.O.P.D. , I am registered disabled due to war disability (35 yrs service in the Royal Air Force) and I am 83 yrs old. I have received a letter from the Director for Safety and Medical Director of the Gloucestershire Hospitals N.H.S. FT Cheltenham stating that he, Prof Mark Pietroni had been instructed to contact me by N.H.S. England because I have been identified as being at risk. I have also received a letter from Dr Adam Usher of the Department of Respiratory Medicine, at Cheltenham General Hospital stating that there is a significant risk to my health and I must self-isolate until further notice. Thank you Amelia Murray for bringing this to the notice of the nation, but biggest mystery of all is who, at the "Government" sends notification to the supermarkets as to who is, or, who is not to be allowed on a priority list ?

46. If you do not want anymore of Tesco's lies let me know and I will not forward anymore. Also they stopped my delivery saver and of course my slot use to be £4 reduced to a £1 with the saver, so Tesco are coining it in. 78 years old, self Isolating and no slots, even though I have been using them for two solid years.

47. I am 62. My mum is 89 next month and has COPD, for which she is called to her doctor's surgery once a year for her 'MOT' as we call it. However, she's had no letter so as far as the Government is concerned, she is apparently neither 'Elderly' enough nor 'Vulnerable'. Maybe that's because she lives with me. There's just the 2 of us and the last time she went food shopping with me was 16th March. Being 'high risk', she's been at home ever since. I opened accounts for her – in her name - with 3 supermarkets on 17th March. Whenever I have a basket to check out, in the case of Sainsbury, I get the message 'We're sorry, you're not recognised as Elderly or Vulnerable'. Guided by Sainsbury's, I then went to the Government's own website and registered her (not that I've seen or heard anything about this being an option) but it's made no difference to getting a home delivery. 'Click and Collect' slots anywhere within 100 miles are unavailable. I have FINALLY managed to get a home delivery from Asda for 28th April, but there's nothing else available for weeks and weeks ahead. There is no option than for me to go out shopping or we'll starve, though I try to buy at least 2 weeks supplies each trip, not easy at the time of the Human Locust Invasion! The bank branch mum got her pension from – she's old school cash – closed immediately the lock-down was announced so that 'colleagues could assist colleagues in other branches' (apparently no one in my town needs them) and the ATMs ran out of money 3 weeks ago. Even if she COULD go out, my mother is more likely to be found docking the lunar module with the mothership on the dark side of the moon, than using her debit card to pay for groceries and she has no credit card. Her prescriptions now have to be reordered by calling the 'Medicines Re-Order Line', which is fine for me but mum is also quite fabulously deaf. God forbid I should become incapacitated, because I've no idea WHAT we'd do and I'm sure this is being repeated in homes up and down the country and around the world. In short, I wonder what collateral damager lockdown will have caused to people who were previously in the 'Lived a Life but still have a Life to Live' category, as one reporter so aptly referred to it the other night.

48. I am writing to you regarding lack of ability to obtain food slot at supermarkets. I have been trying on and off for the last month to get slots at the following, Morrisons, Asda, Tesco and Waitrose and have totally failed. I have emailed Waitrose twice and got the standard reply back in

both cases. My husband has been advised to isolate for 3 months as he has COPD, kidney failure and has had a bypass, replacement heart valve and a type of pacemaker called an ICD. I am a loyalty card holder for both Morrisons and Waitrose but obviously am not registered as at risk myself personally, although I am over 70. However I haven't been to a supermarket since the pandemic started as I am worried that I may bring something back home with me, so rely heavily on friends and local businesses to deliver food for us. I feel to some extent that I have lost my independence by not being able to shop for myself and also feel let down by people such as Waitrose and have told them so. I hope that maybe something can be done as there must be many more people like us.

49. I have been trying the number given by you in the hope of getting a food delivery of essentials, but have had NO LUCK so farthe recorded message says the waiting time is 7 minutes and after holding on for the 7 minutes "no more slots available" message is given. Very upsetting for us oldies to be put off in this manner. We depend on our very kind neighbour for our food deliveries, this is not a happy situation in the long term. We have been loyal customers of Morrisons since they started in Hatchend.

50. Dear Sirs, I received the letter from the government to say I was in the high risk, and vulnerable group, as I have incurable recurrence of pancreatic cancer and currently receiving palliative chemotherapy for this. My wife also received the letter as she has asthma, so we are in total lockdown mode. I expected to hear from the major supermarkets to say we would get a priority slot but have not done so. My wife and I have done our weekly shop at Tesco in Guildford for a number of years. We now rely on friends and family and our daughter stays up past midnight to get a slot in her name that she gives us, and other family bring some bread and milk when needed. It would be good to be independent in our shopping but so far so called "priority slots" are a myth to us! We get a weekly update from the Tesco CEO saying how well they are doing but as a regular customer we feel he's not doing well for us. Score out of ten zero! Regards

51. Having read your article this morning about people abusing the online shopping services I wanted to thank you for highlighting the problems this causes the most at risk. My husband and I have been in lockdown since the beginning of March, before the official government guidelines were introduced. This is because my husband is 80 and suffers from COPD. I am only 70 but because of his condition I am also in total isolation. Right at the start of the Covid arrival, before official lockdown, we received a delivery from Ocado. But the next time we tried it was impossible to access the site at all. After contacting the company I was given a priority case number but after emailing and tweeting on several more occasions this has not resulted in him being added to the priority list. He never received a letter from the government and although I have signed him up and Gov.uk this still does not seem to have reached any of the supermarkets. This, despite the fact that the week the government sent out the letters, we received a call from a doctor at our practice to request that in the event of my husband being infected, would he please remain at home and would he care to accept a DNR. (see above). We were so poleaxed that we agreed to everything to be accommodating. A week ago we finally became a priority on the Waitrose site. I assume this is the case because click and collect suddenly became available. Unfortunately this is something we cannot do. Then miraculously a single delivery slot appeared which I grabbed. I think it must have been a lucky cancellation. However there is no sight of a further future delivery slot and fortunate as we are to have had one success, even if this happened again shopping at Waitrose is obviously more expensive than buying basics at the general supermarkets. I am not able to book a delivery on Tesco Sainsbury etc and even if there were a saintly person to collect a click and collect we are cannot access that either. I have no idea why we did not receive 'the golden ticket' from the Government especially as the poor mortified Doctor was required to tell my husband that his best hope was a

stay at home, stay of execution. I am reluctant to send this as we are very private people but my frustration has got the better of me.

52. Non-availability of Delivery Slots: Tesco. With reference to your article of April 22nd, you requested information from the 'disenchanted'! I was particularly taken with your headline, as I made the same accusation of the Tesco CEO, in my e.mail to him, on April 1st :

"It's hard to comprehend such an efficient system, being destroyed so quickly.

But Tesco succeeded, apparently, by simply throwing open the doors to all newcomers, with no forward planning. The real irony with this of course, is the strong possibility that the people who caused the original problem, by 'looting' the shelves, are the newcomers."

As can be noted from the attached e.mails Amelia, my disgust with Tesco is twofold. Not only are my wife and I over 70 [protected?], we have also been loyal customers for almost fifty years, the last five of which have been on-line. Tesco have chosen to ignore this and we now have to leave home and queue, thus placing us at risk. This situation was completely foreseeable. I have also contacted the Scottish Government's help line on 0800 1114000. As suspected, the assistance this organisation offered, fell well short of the First Ministers claims.

enclosure:

Communication For Dave Lewis [CEO]

Non-availability of Delivery Slots:

E-Mail

Tesco

01/04/20

Having broached this subject in my last e-mail [23/03], which was completely ignored, I do at least now have a partial answer to my query, from your recent communication: "We want to help as many people as possible who truly need our delivery service, so we have deliberately not restricted new online customers". Presumably, my wife and I, both over 70, do not fulfil your criteria. I note however, that Sainsbury do give priority to our group.

Accepting all new customers, regardless of consequences, may initially seem altruistic, but I suspect there may be a more 'market driven' reason for this approach. New customers trump loyalty. I sincerely hope that my cynicism is misplaced.

But, given that we have been loyal customers of Tesco for almost 50 years, switching from in-store, to on-line shopping when Tesco left Kirkcaldy, I am forced to consider the latter reason.

The result of your decision is, that my wife and I have been let down by Tesco, on two levels, 'loyalty' and 'at risk'.

So my question Mr. Lewis, regarding 'slots' is: If you accept a plethora of new customers, with no appreciable increase in logistics from Tesco, what result would you expect? Secondly, when, or if, will this appalling situation be rectified?

Ps. My son, in neither category, is having no difficulties in obtaining 'slots' with Sainsbury.

53. Further to my email, yesterday, regarding the availability of delivery slots, I finally managed to get through to Tesco services via the telephone number provided by Money Mail. The person I spoke to was extremely helpful and as a result of the conversation, I am now regarded as needing assistance and this morning have been able to book a home delivery slot. Many thanks to Money Mail and Tesco

54. Hi, my wife and I are both 77 and not on the Government Vulnerable list as we don't have underlying health problems (we hope). As per Government guidelines we have now been self isolating for 6 weeks. We have tried to order online at all major supermarkets and it is just a free for all. I have spoken to all of them at some stage and have always been told we are not on Government list, so cannot help us. We have always done our own shopping so have never relied on deliveries which is now to our detriment as we are not registered as customers. We are relying on family to bring food to us where Supermarkets are delivering to people who are not isolating. Where is the logic? We run a business that we are not allowed to go to and having to rely on our family again to try and keep the wolf away from the door. There is a complete lack of common sense in this country and money is the only criteria the big boys understand (bottom line). We are not your normal moany old people. Just want to have an independent life.

55. Your article re home delivery was good but not factual - I look after my mom with Leukaemia and alzhiemers have no family who can bring us shopping - I have tried desperately to get a slot - I have spent many hours on the phone to the stores but have never got through
We have a letter to say mom is extremely vulnerable so I too have to isolate to look after her
We are both registered with both Tesco and Sainsbury's - and cannot get a slot - I have tried the numbers provided - you cannot get through I have managed to get a food parcels for mom - we have had two really well thought out deliveries - of which we were very appreciative- f but mom have several other co-morbidities which means she cannot eat some of the foods provided - she also cannot cook! But I can do that for her - What we really would like is a slot one a week and we would be fine - but no-one seems to be able to help us with this - we would save the government money
Any help would be great

56. My husband and I are both in our 80s and my husband has chronic kidney failure but we haven't received a letter from the government. I have been getting online shopping from Tesco and Asda up until now but we have sat up until midnight the last 3 nights trying to get a slot with no success. I have telephoned the number you gave for Tesco in the Daily Mail yesterday but after waiting 20 minutes in a queue we were told that there is nothing they can do. It is so frustrating!!
It was good that you highlighted the selfishness of people that are able to go shopping but it doesn't seem to make any difference. Please keep fighting our corner.

57. We are both over 70 (75 & 71) and have both served the people of this country in both the Army, Royal Air Force and my wife was a Senior Health Visitor and State Registered Nurse before retiring. It is an indication of the selfish minority that has resulted in there being no slots available for Home Delivery or "Click & Collect" at any of the major supermarkets in our local area (Bedford). I am sure that we are not alone having spoken with many friends around the country the same lack of spaces is demonstrated until just before a new week then by a miracle the 0600hr slots appear or indeed other slots that we are not able to use as we have been forced to give up and risk our and others health and shop in person. I have been around a bit and assumed that it was just coincidence that this lack of "Slots" was occurring, but it has now been demonstrated that the only slots "Coming Up" are small blocks at times that are too late or early! Surely in this technically advanced age, multiple bookings could be programmed to be unachievable, thus releasing appropriate availability to others who would benefit and not as a result, have to visit in person and risk catching or worse, passing on

any infectious. I/We always thought that there was a “British” way to act in these sorts of times, it would seem that we are wrong - instead we are being forced into operating our lives like too many other Selfish, Self Centred "Thoughtless and mindless Plonkers” We are both classified as Vulnerable and over 70yrs it just seems that a little bit of cunning and protective programming on the booking sites might prevent these unsocial selfish individuals from hogging all available sensible slots then discarding them usually too late for others to utilise at a sensible hour. Please can you highlight this pathetic selfish situation and proactively fight for a way to reduce this selfish potentially dangerous activity.

58. This is the first time I have written to a newspaper, but my experience recently (three days with edibles but not the type that could be made into a proper meal), has induced me to take up my phone. I am 79 and in remission from pancreatic cancer, having been given a terminal diagnosis in 2014. I have had chemo and radiotherapy. My 82-year-old husband is also a cancer survivor and is now a paraplegic. I am his full-time carer. We don't have family living close. Strangely, we don't fall into the rather stringent categories by which the government classifies severely vulnerable people. I understand this. We have been Ocado's regular customers (every week, without fail) for over five years. In spite of this, I found it impossible to get a delivery the first few weeks. Thankfully friends came to the rescue and we got essentials. Now I get deliveries, but sometimes with gaps of 10 days. With clever management I can stretch the food to last. Thankfully we do have a fridge freezer. I am no longer desperate, rather resigned to having to spend an inordinate time thinking about food! I know there are many, many people, especially those with disabled children in a much worse state than us, but couldn't resist taking the opportunity to let off a bit of steam.

59. So far I have been lucky and managed to book delivery slots with Waitrose up until this week. However, although I check several times a day, I am not able to book any further deliveries as the slots are all either shown as unavailable or fully booked. Although I am not recognised as a vulnerable person, I will be 69 in a few weeks and do not want to risk going to the supermarket as I have to use a taxi to get there and, of course, it is not possible to stay two metres away from the driver.

60. I have struggled to find a delivery slot for my dad since the Covid 19 began, he lives over forty miles away from me, he is ninety four and has had a stroke, which left him disabled and housebound. When I called Tesco customer service they said he did not fit the criteria to have a priority shopping slot. I thought about chopping his leg off, although he still might not qualify for a shopping slot. Last week I had to break the lockdown rules and drive over to Kent, where he lives in sheltered accommodation, to take him enough shopping to last him a few weeks. I hear via my phone of people who qualify for the priority shopping, they are able to go out in a car with their partner, and yet still qualify for a home shop. The government should be ashamed of their selves allowing vulnerable older people to suffer, my dad fought in the second world war to give us our freedom. Its about time the politicians helped him.

61. Having received a text and subsequent letter from the government regarding being identified as in the high risk category I looked to secure an on line grocery slot. Waitrose site directed me to register my nhs number with the government site which I did, the waitrose site also stated do not contact us we will contact you when the list has been shared with us. Since the 24th of March I have frequented all the supermarket sites regularly during the day in the pursuit of a slot...almost like an obsession. I have had a delivery from Iceland on the 3/4/20 and now 11th and the 18th April from Tesco. I have never heard from waitrose .and none of the other sites ever had available slots. Both deliveries have been excellent and I am grateful but the pursuit of online shopping delivery slots is not for the faint hearted and certainly not if you are feeling unwell as well.

62. Help please...we are octogenarians and just cannot obtain a food delivery slot despite numerous attempts with Asda, Morrison's or Tesco, and have been relying on assistance from local care group but for us we could be self isolated for many more months . Our family live in America and we do not have neighbours who can help as we are living in a bungalow in grounds of a sheltered housing project with no longer a regular manager in residence. Thank you for any assistance you may be able to give as the phone lines to all supermarkets are constantly engaged and applications via web say no slots available.

63. Having read the article in the Money Mail Wednesday April 22 I also have been trying to place an order with Waitrose since the beginning of March but have been able to Get a delivery slot. My husband & I are both over eighty he has a heart condition & has a pacemaker & I have problems with both hips & knees. We live about 25 miles away from our nearest Waitrose store in Newport so I would be prepared to place an order once a month for basics for about £300 to make it worth their while.

64. Spoke to Sainsbury regarding above and would not help as we do not already have an on line shopping account. Try to register for one and cannot, as they said they do not recognise as being on the NHS most vulnerable. My husband is on the NHS List NHS aged 78. I am not on list, but cannot go out, as over 70 and also don't want to bring home any infections. They obviously have no intention of helping!!

65. I spoke to a very nice lady on the 14th April. I explained I was a widow on my own my neighbours are elderly. I have to stay indoors for 3 months I am into week 5. I have no family. I have a friend who travels 15 miles each way from her home to help me. She adds my needs to her order. I waited the 2 days as the young lady told me and then did an order with Tesco no slots available. My friend spoke to Tesco a very unhelpful lady on the 20th My friend explained my position and was told do not blame me contact the council and they would deliver free food. I do not require free food I am a diabetic High Blood pressure I have had bowel cancer and suffer from arthritis find it hard to walk. I have my credit card savings with Tesco for 15 years.

66. I have tried for the every day for the past month to register with Sainsbury's for home shopping. I have sent e-mails and tried to phone without success.The website says they are prioritising vulnerable customers and I think we must fall into this group. My wife is 81 and has had a brain heamorrhage and is severely disabled,and I am her carer at 85, with heart problems and a pacemaker. People shop for us for which we are extremely grateful, but we want to do our own shopping, by home delivery from Sainsbury's. Could you possibly help! Thank You.

67. I have had to wait 3 weeks for a home delivery, even then I had to wait until midnight to get a slot. Both my husband and myself are in isolation so it has been a long wait. Neighbours have been very good but it doesn't make it easy. Still we are both fine and grateful for the help we have received.

68. I have been contacted by the NSH and told that my details have been passed to all the local Stores ie Asda Tescos Sainsbury's etc for essential delivery slots. I have logged on to all of the sites over the days and all delivery slots are full fir the next 7-10 days. How are we supposed to compete. I was also told that i would be getting a food parcel within 5 days and have not received this also.

69. My husband and I are both in our seventies and have not been able to get a delivery slot or click and collect slot at Tescos for over a month despite trying daily. My husband is asthmatic but is not on vulnerable list so we have had to visit the store. Tescos are letting in too many people at a time

and despite the clear 2 metres markings and direction arrows customers and staff are not taking notice. We therefore feel extremely vulnerable.

70. I am 78 and fighting cancer but I have not had any contact as to being on a vulnerable list. My daughter has ME and fibromyalgia so is unable to stand for long times in queues, she also has a disabled card for her car. Up until now my daughter has been fortunate in getting delivery slots so she has been able to put my orders on her shopping list but now it is getting harder for her to get a slot. I have had no information how to get on the vulnerable list until my daughter went online and was able to register me with the Government but even that was not enough as I still had to get an NHS letter which I finally received from my GP but that involved going into a link to fill in another form to the Government which my daughter said was the same one as she had already done which I might add was not acknowledged. I am now waiting to see if I will now get some sort of acknowledgement as the whole thing has been extremely frustrating.

71. Whilst we are generally appreciative of the way supermarkets have 'stepped up' during the current crisis as long-term existing online customers we are feeling very badly let down by Tesco. Obviously we have no problem with them giving any priorities to NHS and care front line workers and nor to those considered particularly vulnerable to Covid 19. However by giving no kind of precedence to their existing online customers Tesco are overlooking the fact that a significant proportion of these will already be vulnerable in the sense that they do not find it easy to do a large supermarket shop in store. We ourselves have had a fortnightly delivery for more years than I care to remember but during the current crisis we have managed to obtain only 2 deliveries with little prospect of obtaining any more. We had home deliveries because we are aged 78 and 79 years with underlying health issues (arthritis, spondulitis, sciatica etc) which make shopping difficult but not especially vulnerable to Covid 10 and therefore not on any government list. It looks therefore as if we will be forced to take our chances and shop in store despite being in the age group who have been advised to stay at home right from day one. Tesco do not require any information from government or elsewhere – they know who their existing customers are and could even have checked their situation, age group etc. without too much difficulty rather than just abandon them. As existing customers and although we can not get any delivery slots now we have been receiving regular self-congratulatory emails from Tesco CEO telling us about how good they are and what they are doing to help. I am afraid, as long-term customers who have been kicked aside, we are not appreciating these at all.

72. It is now hopeless to try and get on to Tesco - you have to wait until midnight and if you haven't got one by two minutes past you haven't go one at all - I am 75 years old and when I have been to Tesco's to collect nearly everyone is under 40/50 old. They add more people than they can cope with.

73. I am 77 yrs young had back surgery Last year and was successful with ordering from Tesco on line at that time. However for last 4 weeks I managed to get one delivery from Morrisons. Nothing from my usual store. I tried all the other super markets and nothing available ,even going up until July. I rely on my daughter who drives from her home to deliver my shopping so sorry for people who haven't got family or a neighbourhood volunteer group.

74. Hallo. I live in Liphook. 79 years old with limited ability.It is impossible to get a home delivery slot from Tesco (preferred) Sainsbury's or Waitrose even though we have these stores only 2 miles away. There is also an M and S *...

* why don't they do a click and collect at Haslemere? As I read it other branches do but. Out this one although I often have clothes orders delivered there... I could easily get an 'collect by car' order

picked up. I would like a home delivery - then I would get what I want and use instead of odd people bringing lots of things I don't want...or waiting whilst they find time.

75. My partner has 2 letters identifying him as being on the vulnerable list. 1 from his GP and 1 from his respiratory consultant. His GP says he has been 'coded', his Consultants secretary says the data has been inputted on National database. Sainsbury's don't recognise him on their data, Tesco you just cannot get a slot. Waitrose (see below) have been the only supermarket that I have been able to talk to and I have managed to get click and collect slots by going online at 0500 each day.

76. On Tuesday I spoke to Waitrose customer care to discuss their take on the situation. I was told that all the supermarkets are pleading with Govt to 'Give them the list'. He told me they had still not received it. Also, to add to the problem, they have been told that a further 650,000 names will be added this week alone. He said that they are so worried that demand will greatly surpass supply and they will just not be able to cope. So the 'extremely vulnerable list' is meaningless and there is no priority for this group. I have a NHS letter signed by my Respiratory Consultant 1/4/2020 identifying my partner as 'shielded for 12 weeks' but when I try to get a slot either delivered or click and collect, their system says they do not recognise me as being on the list. With Sainsburys, 7/4 I had a call from an 0800 3281700 number to say that they too were waiting for this information. So, I have a letter but nowhere to send it!!!!

77. My daughter ***** aged 39 is on the government's vulnerable list and has to set her alarm for midnight every Saturday to book her next online delivery slot with Tesco. She works full time at home and has a 3 year old son. Her husband does not drive and obviously the whole household is self isolating. I would also add that she had been using Tesco for home delivery of her groceries for over 3 years not just since this virus started.

78.~Dear Editor, Attached is a letter I have written to try to ease the frustration I am feeling at present. Yours faithfully

Online Shopping

I am sure there are 1000's of elderly people like me on their own trying to get online shopping. I have been trying to do this with Waitrose for a month. I have shopped there for many years and have an account. First of all I had difficulty registering and having succeeded I thought I could now do my own shopping. I am so frustrated because every day I try to get a slot 7.30am and even midnight. My emails do not get answered so I wrote. Waitrose rang me up and sad sorry but they had 1000's of customers all needing shopping and when I got a slot to get sufficient goods for a month because it would be another month before I got another slot. Well I believe most people shop every week, not only that some are greedy and have more than one shop delivering. I am a widow nearly 86 years old with no family living near me and relying on friends to help me, but not at Waitrose. There is something drastically wrong with the programming. If everyone has to shop for a month, very difficult, but there would be plenty of slots. Seniors are supposed to have priority and that is all that I want.

79. I have been a regular customer of Morrison's for many years, and about 3 years ago I had to start using the Delivery service, as I have a trapped sciatic nerve in my back which affects my walking and standing, I live with my mother as her carer as she has a few health problems, including heart problems and a blood disorder which compromises her immune system she is also a coeliac which means she has to have food that is gluten free and intolerant to dairy. Mum has had a letter from the government regarding staying in and self isolating, which she is doing and so am I . We have been using the Morrison's delivery service for 3 Years and have paid for a yearly pass which covers

our delivery charges for the year, it cost over £60.00 per year, now I find I can't get a delivery slot, and as others have said I have to sit up to the early hours to try and get any slots, for the passed 3 weeks I have had to struggle to get the shopping for us by physically going to the store and queue up to get in and walk around to get the shopping and then queue again at the check out, it takes me a week to recover from this ordeal and spend 2 days in bed afterwards as it is so painful. I am so angry at the way that Morrison's are dealing with this problem, yes the service for the elderly and vulnerable 24 hr delivery is no good for us as Morrison's are not classing gluten free foods or soya milk as essentials, which also means that they are not catering for nut allergy or diabetic as again this is specialist food and yet quite happy to cater for vegetarians and vegans, the coeliac disease is an autoimmune disease and is vital that they don't go off the special diet this could kill, vegetarian and vegan is personal choice. Selfish customers are not just taking the doors for delivery but also if they can't for example get pasta then they are taking the gluten free pasta or bread which then leaves nothing for the genuine coeliac this is not just selfish it's a disgrace. Once again I'm having to sit up into the early hours to try and get a delivery slot which we have already paid for, to be honest if it wasn't for the fact that Morrison's usually do a good range of gluten free foods, my patronage to this company would come to an end after many years as a regular customer, and I'm sure that not all the people using Morrison's delivery service are regular customer's and could easily go into the store to get there shopping, it just shows what a selfish country we are. STOP TAKING DELIVERY SLOTS, and get your exercise by going into the store and leave delivery slots for those of us that can't or find it very painful to do the shopping. I know there are some very good people out there helping as many people as they can and that's fantastic I appreciate and applaud them thank goodness we have some good people around.

80. My wife and I are both in our 70's and we both have heart problems. Because of this we are keeping our heads down and not going any where near a supermarket. This means that we have been trying to do our shopping online but with mixed success. However, a few days ago we did receive our Morrisons order which we had booked 3 weeks ago. We spent a modest £120 which will have to last us for another three weeks that's the equivalent of £40 per week for two of us but we can manage. The young chap who delivered our order was extremely kind and he apologised for being a bit late but he related that he had just delivered almost £700 worth of groceries and provisions to a previous house. This was for a family of just 3 people and he explained that it had taken almost ½ hour to unload all the shopping. To us oldies this is criminal and shows that there are still a lot of greedy and selfish people about who are now emptying the shelves by online shopping. We were extremely angry that they had been allowed to make such an enormous shop especially when our order was missing several items. There needs to be a cap on how much anyone can spend in order to stop this selfish act.

81. Hello, from the wife of an extremely vulnerable 80 year old with Alzheimer's I have been several weeks without success trying to get a home delivery for food shopping. The site said to click at the bottom if you had received a doctors letter, but there was nowhere to click. I've been going out to the early slot at Tesco for older people, but nearly was refused entry at first because there was two of us. I couldn't leave him at home. Thanks to the info in the Daily Mail, I gave Tesco a call and spoke to a lovely man who heard my concerns and said to try the web site in 24 hrs time and I would be able to access a priority slot. I did just that and the info came up for an available slot. Being a septuagenarian I'm amazed. Had they just amended the site or had he just made it available for me? He had asked for my details. Whatever the science I am extremely grateful to the Daily Mail and Tesco for making this possible. So many good things are going unnoticed at this time of so many bad things happening.

82. I am a lady of 77 years, my husband is 82. Ever since the covid 19 virus scare started I decided I didn't want to chance shopping in supermarkets and have tried to get my food and shopping delivered. I have tried all the major supermarkets and have not ever been able to get one delivery slot.

They all say they offer priority slots for elderly and vulnerable. The vulnerable have apparently been recognised by information from their doctors but no where have I found a way to inform these people of my age. I have found phone numbers but never been able to get through. At the moment I am relying on my children, none of whom live nearer than 50 Miles. This is obviously an inconvenient way to get what we need. There are thousands who are getting their food delivered who could do it themselves but I, like thousands of other elderly people feel discriminated against. Nobody is listening and nobody is doing anything to recognise the problems of trying to register as elderly and provide us with a safe means of getting our food and necessities. If you could provide an answer I would be grateful.

83. I have been struggling to use my 'priority' slot from Tesco and I am now having to wait 3 weeks until May 12th for a delivery although being classed as 'vulnerable'. I have been trying most days, early mornings and late at night and finally got one. I have a NHS letter and both my husband and I are in isolation-not very helpful!

84. With reference to the article in today's (22/4/20) Daily Mail ; my husband & I are in our mid 70's and self-isolating for various health reasons including high blood pressure & asthma. We are not on the government's highly vulnerable list. We are totally reliant on neighbours to do our shopping & like Patricia and Geoff, cannot get a delivery slot. I reckon I spend 2 hours per day/night in an attempt to get a delivery slot. I am registered with Waitrose, Tesco, Asda, Ocado, Iceland and Morrison's & I try them all at least 3 times per day & after midnight. I have tried but cannot even get registered with Sainsbury's. The lockdown & isolation is hard enough to bear, but having to rely on neighbours whom I hardly know, to get our provisions, is upsetting & stressful. All I want is one delivery every 2 or 3 weeks. I don't feel this is too much to ask for, but no one can help us. I've tried phoning customer services in all the supermarket chains, but they will only assist people on the Government's lists, which we are not. Are you able to help in any way? We live in London & see delivery vans bringing food to many houses close to our home, so a small 3 delivery once every 3 weeks should be possible.....

85. Thank you for your important article in Money Mail on Wednesday 22nd April regarding supermarket shopping. My husband and I are relatively fit but are in our mid 70s and are being careful about distancing and any shopping we carry out. I have always visited our local Sainsburys for my main shop and I am also registered with Sainsburys for online shopping, mainly click and collect which I have used in the past. I have been trying for the last 6 weeks, at various times of the day, night and early hours of the morning to get a click and collect slot or alternatively a home delivery. We also have a terminally ill close friend who has been trying as well despite having a doctors letter and registering with the Government website. It is impossible to get a slot and we are unable to get a reply to telephone calls. I have visited our local Sainsburys between 8 - 9 on the designated days and unfortunately our local store does not police the queues very well and I have had to go into the store to ask them to come out and police the line so that the eligible people can go in. They have a very small notice on their door stating that certain days are for vulnerable and over 70s. I have nothing but praise for our small Co-Op express, Tesco Express and also M&S Food who do ensure that people keep a safe distance and respect the times set aside for vulnerable. I also have nothing but praise for some of the independent smaller shops - our butcher and a small ethnic convenience store - who have risen to the occasion and adapted to the current

situation. Tesco have in the last few weeks have released so many more slots for delivery - I feel guilty taking these slots as I would be quite happy to drive to click and collect but am unable to get a click and collect slot. However it is much easier to shop at Tesco - Sainsburys website was shut for maintenance yesterday (Saturday) morning . It is so very difficult for everyone at the moment, but some companies seem to have grasped the situation and just got on with it or put plans in place to deal with it. I doubt I will be using Sainsburys so much in the future as they appear to have been very slow off the mark.

86. I have not had a letter from the government but am concerned as my husband and I are mid seventies I had two heart valves replaced in 2017 and pacemaker inserted. I have signed on with Tesco Sainsbury Waitrose and Iceland but been unable to get any delivery slot with any one them so completely understand the problems of waiting till midnight to sign on but still no luck . Guess it is the same for everyone hopefully things will improve in the future .Stay safe keep well.

87. I have not been able to secure an online delivery slot with any supermarket despite being on the government shielding letter. Can you help?

88. I am registered with Gov.UK and I have a letter from my doctor as I am highly vulnerable. Stage 3 Ovarian Cancer, non related breast cancer. 2011 benign brain tumour and a fracture to my leg in 2018 My husband is also on his second pacemaker after a quadruple bypass. I am 84 and he is 82. I cannot get a delivery slot from Morrisons or Tesco and I believe I have to wait until they contact me but nobody does.

89. My wife and I are both aged 73 and, tried to get online shopping slots with all the large supermarkets when Lock Down began. The only one we could get was with Morrison's for 3 weeks later. However, a granddaughter spotted the number below (different to the one you printed). Within 2 days we had been approved and had a delivery 3 days later. We are due our next one on 29th April and, again, had. No trouble getting a priority slot. I take my hat off to Sainsbury's. When this is all over, where will we be doing our main shop? (A neighbour did offer to get some shopping if we were stuck, but we like to be independent. As my wife has dementia, I couldn't leave her on her own if I decided to risk it and go to the shops on my own) I am having an outing tomorrow; to take a funeral as there is a shortage of ministers in the area. Our daughter will make the 150 mile round trip to sit with her Mum (at a safe distance) to make this possible.

90. I am alone no family nearby over 70 with asthma and had breast cancer 4 years ago. So contacted the Government Website to get on the list. They text back saying to contact my GP for a letter. The surgery when I rang informed me that they were not issuing letters and as I was over 70 I needed to self isolate no help there. I got a click and collect at 4 AM three weeks ago for last week with Asda. Having not even managed to get on their or Tesco web site at midnight. This Monday 20th April I got another click and collect from Asda (having failed with Tesco) for 2nd May at 1am all delivery slots gone. My next door neighbour is very kindly collecting it for me from Norwich about 15 miles away instead of petrol money I make her a cake for her house full of 7 to say thank you. Another neighbour is now helping me as she is on the Government list and getting a weekly delivery so I am able to get essentials on her order. I have a step daughter who is a nurse and her husband a doctor in Daventry who are concerned for me and would be up set if I were to go shopping myself and photo shows how bad it got.

91. My husband and I are 82years old and vulnerable. He has severe rheumatoid arthritis and has an aortic valve replacement and is on many drugs. I have copd. with around 50% lung capacity, have had two operations for breast cancer and erratic blood pressure for which I take drugs. We went

through the process of getting doctors letters, going onto the Gov.uk.list and getting calls from Sainsbury's to tell us that we were on their priority list for slots and that if we registered on the e mail address that was registered in our nectar card account we would be given a slot within a couple of days. When I tried to register on that e mail address it told me that I wasn't vulnerable and couldn't have a slot. I have tried to ring their 0800 number at least a dozen times and every time have been told that they can't take my call at the moment and to try again later. My young neighbours are getting two or three deliveries a fortnight and we are sitting here watching all the food going in while I am having to sneak up to our local Tesco store when there aren't too many people about and sneak around quickly before anyone comes near me. We have had help for basics from some very special local young people who check on us but I have tried all of the supermarket delivery slots and can get nothing. How do these young people do it.

92. My husband and I are in the vulnerable 70+ group. I have been trying for over a month to get a food delivery slot or 'click and collect' from our local Tesco in Royston without success. I too have tried very late at night and waited on hold to find all slots are taken. I try to shop once a week in one of the allotted times for the elderly i.e. 9-10 am on Monday, Wednesday, and Friday morning. The queue to get in is always long as there are many other shoppers in that time who are not in this vulnerable group. The aisles are full of 'pickers' loading their baskets with goods ordered by those lucky enough to get an online slot which makes it difficult to keep the 2 metre distance. I do not understand why pickers are allowed to work and make distancing impossible for people of my age in the store at a time that is supposed to be safer for us. When I get home, I shower, have a complete change of clothes and wipe down all my shopping items before I store them. I feel completely stressed and exhausted from the whole experience of shopping for necessary goods. I have been a Tesco customer for many years. Surely there is a way that the 70+ group could be given allocated delivery slots before those for whom it is not necessary, but obviously after the more vulnerable customers are given top priority. This would be a much fairer way of making sure those who really need the slots get them.

93. I am 72, my husband 83 with type 2 diabetes, family live 100 miles away. Pre lockdown I tried to get a Sainsbury slot.....nothing.....25 th March wrote to CEO after unable to speak to anyone on the phone over a period of days. Did get an email a few days later giving another number to phone...this was successful, 5 minutes, nectar card details and DOB given and accepted, think this was a WednesdaySaturday evening 7.30...computer generated voice says I will be allowed a slot within 48 hours....I think it was 4th April. To date nothing, I wrote to the CEO on 13th and 20th April...instant reply saying someone will contact me....I am still waiting. Waitrose.....had used before at odd times....they accepted that I was a vulnerable customer....organized delivery for 7th April...arrived on time with a couple of substitutions which I could refuse...but didn't, I am allotted a slot every week for either delivery or collection. Cannot complain at the service from Waitrose. I do shop at Waitrose and Sainsbury's usually, they only have to check my Waitrose or Nectar cards to see my spending over the last umpteen years and have tried to use the super markets that I usually use. I hope this helps....I have tried to state facts and not moan.

94. It is extremely difficult finding a delivery slot from any of the big supermarkets. We are not in the Government's shielding category but we are in the over 70 (just) and one of us is diabetic. The government has said stay at home for twelve weeks. We have tried to book a delivery slot many times in the past five weeks. Tesco have no slots, nor Asda, nor Sainsbury's. We live in Ripon - if we were able to drive 20 miles to Tadcaster we could have a click and collect - this is against Government rules about traveling distances. We managed to get a delivery from Morrisons on 29th March, and we have a click and collect slot this Saturday 25 April. Not ideal but better than nothing.

(Collect from Harrogate). Morrisons has no semi-skimmed milk (out of stock) or flour(out of stock)online yet you can buy them in-store.

95. My daughter helps us out by buying milk, bread, potatoes and fruit. We don't like to ask for more as she is a nurse at Leeds General Infirmary and has four children and a husband to care for. The longer this goes on the more we are tempted to say "enough is enough" and put ourselves and the NHS at risk by going to the shops ourselves. If this lockdown and/or self distancing is to continue longer term, as is likely, this needs to be sorted out.

96. My partner is having to self isolate for 12 weeks in Kettering ,because of health reasons, has a letter from Government but cannot get a food delivery she is having to walk to the nearest shop to get food, she should not be out, and I am am concerned for her. Thought people who had to self isolate for health reason would get help with food delivery but do's not seem to be the case.

97. I am 85 years of age.having palliative care for terminal cancer. Since being told I was ill I have shopped online at Tesco's.since the lock-in I have not been able to get a delivery slot. I have notified the NHS that I never received a letter from doctor or government.what can be done for people like me .i have a husband who is unable to walk very well and unfortunately his mind is longer able to cope properly. Thank you for I hope help.

98. It was very unfair to expect the over 70s to stay in without making sure that this was a workable option for the supermarkets. The government said that all over 70s are at risk, but they were not put on the vulnerable list by their GPs. My partner, aged 70 had a complete hip replacement on the 9th March, and we had to go into lockdown on the 22nd March. I am 73, have diabetes, and cannot drive, but we were not classed as vulnerable. It was so stressful trying to get food delivered, we were really struggling. At the time, I wrote to Tesco, to Sainsbury's, the local M.P and to the BBC news. I asked the latter why their journalists were not asking questions about the food situation. Of course, I did not get a reply. Eventually we got a delivery from Iceland. I will be forever grateful to them, and will make sure that we buy some things from them in the future. I will never buy from Sainsbury's again. We have, recently managed to get a couple of slots for Tesco, but only by going on to their site at midnight. We are frightened enough of the virus without all the stress of where to obtain food. Most of my friends are in the same position, including an 89 year old, who has very swollen legs, is bent over, has had strokes, and has very high blood pressure, and no family to help. She is not considered vulnerable. I think, as far as the rest of the country is concerned, we over 70s are dispensable.

99. I am 74 and have suffered 2 heart operations and heart attacks, 3 strokes and a number of TIA's and have diabetes. My wife is 73 and has atrial fibrillation and a hip problem. We both also have the usual issues associated with age. Not only are we not eligible to be registered as vulnerable on the local register (Boston area), it has been impossible to obtain a delivery slot in our area. We have tried Tesco (our normal supermarket), Asda, Morrisons & Iceland but to no avail. Over the past 2 nights we have tried 4 times each night between 10pm and 10am as well as several times each day for the last 10 days. Today we have had to visit Tesco's ourselves in order to get our shopping. We went armed with masks and gloves but still felt quite terrified.

100. In have seen the article in Money Mail regarding home delivery slots or even click/collect slots for vulnerable people. My husband is 72 with a history of lung collapsing 4 times eventually requiring major surgery, he also has a minor heart complaint for which he sees a cardiologist twice a year. We are supposed to be on Tesco vulnerable list & find it virtually impossible to obtain either home delivery or click& collect. We have managed one home delivery & 2 click/collect. The customers

collecting their orders were all young & very healthy looking. When I got the only delivery slot possible the delivery driver told me that the amount of people that really should not be having home delivery is appalling & that no way could they be on the vulnerable list. It would appear those of us on the vulnerable list are being treated as second class citizens with Tesco & that the delivery slot system is grossly unfair & being abused by selfish people thinking only about themselves as like the panic buyers.

101. My husband's in remission from 2 different primary cancers, takes epilepsy medication and various other medications, too boring to mention. I had a bypass last year, following a stroke and have severe arthritis in both knees. We're 77 and 75 respectively. The neighbours on both sides have helped with shopping, adding items for us to their online shopping baskets each week. One told me this morning that Tesco's had opened up slots for the week beginning May 13 and I logged in immediately to find that I only had access up until 12th and no slots available! I've stayed up until 1pm, stayed logged in for several hours, all to no avail. Not sure who manages to get one of the 964,000 weekly slots but it's certainly not the likes of us!

102. Please find attached, Just had an email at 20:20 saying Sainsbury has prioritised us. We have within the past 3 days been prioritised by Tesco, Iceland, Asda, Local Authority and now Sainsbury. I have been in touch with CDS Support since 30th March 2020.

Attachment:

Dear Sirs,

Extremely Vulnerable Person's List

I have not been selected for admission to your Vulnerable Persons List after trying for a month. I have a letter from my GP verifying my claim to be such, and have been in touch with CDS since the 29th of March 2020. I attach a copy of my GP's letter.

I suffer with two forms of cancer, Skin and Prostate. I had 38 sessions of Radiotherapy which apart from cutting my immune systems white cells to half has left me with Radiation Proctitis, which means I bleed internally on a daily basis. I can provide details of my Hospital Nos. and Consultants.

My Wife and I have been customers for over 53 years, shopping once every two weeks. I am the only person who drives and my GP strongly recommends I do not leave the house. My wife will use a home delivery in the future.

104. I have noted your offer of assistance to get food delivery to my home in today's copy of the Mail I am a high risk patient and vulnerable to the virus according to a letter I have received from the N.H.S Now due to my serious condition I am struggling to get my weekly shop delivered, which I have been receiving from Morrisons for years when they had a stall in Bradford Market. They cannot cope with the volume of customers asking for home delivery. I cannot get a delivery from any of the other large stores.

I am trying to organise friends to do my shopping for me and delivery to my door but they are themselves putting themselves at risk.

105. I am at least incredibly frustrated at just how difficult it is to get a home delivery from Sainsbury's. My partner received a letter advising him that he should shield for his own protection. He has an advanced form of cancer and is obviously at high risk. As his partner, to ensure his safety and my own, I too am self isolating as much as I have been able. In the past I have had occasional home deliveries from Sainsbury's and so I tried to do this again. It was impossible for me to get a

delivery slot from them or most other supermarkets that I tried. I understand this is because of high demand but out of fear of contracting covid and more worryingly passing it on to my partner we tried to order online in my partner's name. To no avail. A family member suggested I contact Sainsburys as they were promising to prioritise shielded customers. I tried them again, this time trying to set up an account for my partner. The site kept rejecting us as they recognised the address as one that was already in their system. I used another email address but had the same outcome. I had all but given up trying when I read your article in today's Mail regarding on-line groceries and advice on getting some. You kindly printed a telephone helpline for Sainsburys so I decided to try it.

It took some time navigating the select option menus but I eventually managed to speak to a real person. I explained that my partner was a registered shielded person and I was having great difficulty getting groceries. He was helpful and tried to register him (having got authorisation from him first) but had much the same result as me. He first needed the email address, which he entered and then advised me we couldn't use this as it was already in the system. This happened with our three personal email addresses. He asked me if I could try an alternative address so reluctantly we used one of our sons' email. He then continued asking for personal details of my partner, date of birth, address etc. He then asked for details of his condition and reason for being shielded. I understand that he was "just asking what was on the form" but my partner found this completely intrusive and I agreed. Why should we describe his condition to a complete stranger so that we could be "catergorised"

Surely, if Sainsburys are working so closely with the government shielding scheme they don't need to know this very personal information? In view of spending 40 minutes in conversation on the phone and feeling vulnerable and frustrated we thanked the operative and ended the conversation. You asked in the article,-- Are you affected? Have you struggled to get a food delivery? Well, the answer is a very definite YES

106. I could go on all day. I was a long time customer of Morrison's They have decided I am not an extremely clinically vulnerable person Have an order waiting for weeks on line all to no avail This lockdown won't last for ever and then some organisations will regret their actions

107. Thank you so much for your article today and for all you are doing to help, and for your bravery in these awful times. Motivated by your article, I wrote to Mr Dave Lewis of Tesco and copied you in. I subsequently noticed the email address for Mr Lewis is a 'no reply'. I have tried to find an email address where a response would be generated, but no luck so far. I am so very sorry I have not made much headway in championing the cause you have so rightly taken on. If by any chance you have an email address for Mr Lewis where I could obtain a response I should be truly grateful. Thank you once again for all you are doing to help us. It is hugely valued and we are truly grateful.

108. I am writing to you about Waitrose food delivery in Crewkerne. I am a My Waitrose card holder and 73 years old and my husband is 80 years old. After the lockdown I managed to get one delivery from Waitrose and had to wait 5 weeks for it. I have tried to get another one but when I look up the website which I check three times a day there are never ANY slots not even for Click and Collect either. Waitrose assures me that they release more slots every week but I am unable to get any of them. I have even gone as far as July and still there are none. What is going on?? As a regular Waitrose customer for years I find it unbelievable!

109. Thankfully, thus far, I do not come into the 'most/highly vulnerable' category but, that said, I am a 71 year old widow who lives alone, with no family to provide assistance and no car, who has relied on home-delivery of shopping from ASDA for many years. My last order was received on 22 March but the next available 'slot' is not until 5 May, between 20.00 and 22.00, hardly the ideal time

for an older person like myself to be opening her front-door but, in the current situation, beggars can't be choosers. On the one hand, we are being told not to leave our homes but, if one isn't as fortunate as I am in having wonderful neighbours who 'look out' for me and one cannot get food delivered, what are we supposed to do – starve??

110. I am on the Vulnerable and Shielding list due to having Cancer and Lung problems and as a regular customer of Tesco and not having any family nearby to get groceries for me I was very pleased to be awarded a "Priority Pass" for shopping with Tesco. Even so I have found it extremely difficult to obtain a grocery slot as every time I logged on there were no slots available. Eventually I established that Tesco were only releasing slots at midnight, so have stayed up many nights in vain trying to get a delivery and by luck I did last week manage to get an odd slot. Disconcerted by the process and being of poor health and made more weary by the many late nights I decided to see if I could talk to someone from Tesco's to find out what the situation was. Eventually I managed to speak to one of their young ladies on the phone to be told that even though I do have a "Priority Pass" it doesn't give me any benefit from everyone else that are trying to log on. She advised that as Tesco have now changed their system to release slots throughout the day instead of at midnight and that I would still have to log on every five to ten minutes to check availability. I understand that in the current climate that capacity for home deliveries is stretched. My question is, how does someone having been given a "Priority Pass" get any benefit? as I am told that I am still having to compete with everyone else who is not classified as being Vulnerable and Shielding in trying to get groceries delivered. How does this system work for us as a "Priority" because I don't understand and have been told that I cannot leave the house for 12 weeks. You can't seem to contact anyone to ask the question as most of the numbers listed are automated and previous e-mail contacts are no longer available.

111. I have been having problems getting a food delivery slot at Waitrose. I believe the slots are being held for Elderly and Vulnerable customers but I do know three people living close to me that have been able to get slots. My husband is 74 and I am 73 in fact we are older than others that have booked slots. I was already using the delivery service prior to Covid 19, I don't drive because I recently had a stroke also my husband had a hip replacement earlier in the year, which he has recovered from, so he couldn't drive during that time so we carried on with the delivery service. I had a bleed on the brain and I was in hospital for 14 weeks then 6 weeks rehabilitation. I am physically ok now but I have to be careful that I am not placed in a position of being made to feel panicky. Everything on Waitrose if either fully booked or unavailable to the end of July. Prior to this I always used the self checkout but do not feel confident enough to use it now so the delivery service was perfect for me. I don't seem to be on a government list.

112. Many thanks for your recent information regarding vulnerable families and unobtainable supermarket delivery slots. I am asthmatic and have received a letter from the NHS asking me to self isolate. Deliveries have been stressful to find and few and far between. I have been staying up well after midnight to try to obtain a slot without being able to do so, night after night. I am weary and anxious about lack of obtaining one. Today I saw your article and phoned Tesco on the given number. The lady fully explained how it works. I now await an email from the company to indicate slots are available to me outside the usual ones.

113. I am struggling to get a grocery delivery from Tesco. I am 88, a double leg amputee, wheelchair-bound, and my wife who is 81 and myself currently rely on our son-in-law for groceries, for which he makes a 70 mile round trip once each week. I am interested to know who initiates the start of getting us on a priority food delivery slot from Tesco?

114. I was interested in your article concerning on line shopping. I am 76 years old, have no underlying health issues, do not drive and struggle to find an on line slot on any of the big supermarkets. I am lucky to have family who will shop for me but it doesn't seem fair to expect them to get me a complete weeks shop. Last week i managed to book a slot with tescos for friday 24th. I was so excited so i did a big shop that hopefully will last me a couple of weeks. I thought i would book a slot for the following friday so i have the option to shop again but there was nothing! Perhaps i am one of the lucky onrs.

115. I saw your article "Selfish Shoppers Stealing Delivery Lifelines". We are also what would be described as vulnerable, health issues (including cancer observation following surgery and chemo), other health issues and age. However none of the mentioned supermarkets have contacted us. Several attempts to order on line at Tesco and Asda showed no delivery slots for several weeks. Asda showed no delivery slots at all for four weeks. It is our lot to go against isolation instructions and travel to a supermarket and, and if there is a queue, to return home as half an hour waiting in a shop car park is out of the question. On the occasion there is no queue, rationing means we cannot acquire the necessary quantity of tins. As we were told at the till on one occasion "you can have two of two but you can't have four tins". So a successful trip to the shop still means we come home short. Be thankful for the small corner shop, they may be overpriced but there are goods to be had and no queues. We have heard much about help for the vulnerable, but like the bee-gees "Its only words". We cannot be the only ones to have fallen through the cracks in the system. No doubt you will hear many more situations like this. Is there any real help? Can you help us all with this? We should be so grateful, as we wait to hear from you as we have no voice in Britain today.

116. Hi, my partner is 74 and self isolating, I am 69 and self isolating to protect my partner. I have tried more than 200 times to get a delivery slot with Waitrose during the day and even getting up at 2.30 in the morning on several occasions as I was told that was then the slots were released. I have phoned Waitrose and all they can say is they will send emergency supplies but that's all, so if they can send an emergency delivery why not a proper delivery. I receive a delivery from Riverford if fruit and vegetables although there is no choice. I was really happy to read your article in the Daily Mail this morning and compiled a list of 15 items I would like to received. I have called the number you printed over 100 times with no success. We are managing to get by but help would be good.

117. I read you're article with great interest and would like to point out how excellent Tescos have been to me. I am classed as extremely vulnerable and was about to give up trying to get a delivery from both Sainsbury's and Ocado when about 2 weeks ago I had an email from Tesco offering me a delivery slot and I've had a weekly one since. People are always ready to complain I just thought I would let you know it's not all bad

118. The mail today says to get in touch if have had difficulty getting food delivery. My husband is 95, he has not had a letter from the Govt , we live up a hill in a derbyshire dales town. We have previously shopped on-line with Waitrose for years but have been unable to get a slot since our last delivery around 7 March. We always have a little stock in case of bad weather and have both been ill so not eating much. A woman from where I work texted me and offered to shop for us and thank god for her otherwise I do not know what we would have done. Waitrose should have protected their regular shoppers and allocated slots according to past shopping history , but they did what they did and now when all this is over I will be very reluctant to shop with Waitrose again and will perhaps look for another provider, although none are available at the moment

119. We received a food delivery from Tesco on 19th of April, any future delivery cannot be booked for at least a month, as soon as new dates are added they disappear immediately! I have tried to register with Sainsbury- but to no avail as I am told that there is a priority list of Vulnerable people who will take preference. My question is who compiles this list? My husband had Sepsis in 2018 and has been housebound since. He also has other Health issues; Asbestosis - Rheumatoid Arthritis - MI - Hypertension - Heart Failure - Hypothyroidism - Previous skin cancer on Scalp due to sun exposure during National Service in Kenya - If this list does not comply with my understanding of :Vulnerable then it leaves us completely mystified!

120. I have been identified by the government as being on their most vulnerable list, due to age and health issues, I received my first letter dated 21st March, I have struggled to obtain an online delivery in fact I have only managed to get one delivery in four weeks, and my next delivery is not due until the 10th May. Morrisons is disgraceful, they do offer an essentials pack, but when I am required not to leave my home why should I be deprived of the freedom to shop as the majority of the population do. They are not that I can see filtering their delivery slots in favour of those unable to shop in store. Sainsburys although filtering their slots do not seem to have any other way of helping the vulnerable apart from checking the government list which it seems must be patchy as they have not yet identified me and have declined giving me a slot. I am fortunate that I have a community helper who does as much as they can to help, but do so by putting themselves at risk and potentially spreading the virus in my community. The government decreed that the most vulnerable must isolate themselves from the majority of the population, but I have not seen anywhere that they must also subsist on wartime rations, we are locked away indefinitely let us have some home comforts, step up the supermarkets and do the job.

121. My brother who is 53 and disabled lives in sheltered accommodation along with other elderly clients. They each have their own flats and and kitchens where they can prepare their own food, but there are carers present 24-hours a day. The sheltered accommodation is in lockdown like many other sheltered accommodation and care homes in the UK at the moment. This means that he cannot get out to get any groceries but does not qualify as being on the sheltered list. He is therefore in a dilemma where he cannot register to get a food delivery slot, not being on the government's sheltered list, yet he's not allowed to go out and shop. When I have tried to get a delivery slot for food on his behalf, there are no delivery slots available leaving my brother in a position of not being able to get food. Fortunately my brother had existing accounts with some of the ready meal providers which provide for elderly people. These companies are currently not taking on new clients but are prepared to service those with existing accounts. We have therefore been able to arrange for frozen ready meals to be delivered, but incidental groceries which are not provided by these companies, cannot be sourced via supermarket delivery slots as these residents are not entitled to register for a priority delivery. I have found it impossible to find a delivery slot to service my brother's requirements. I live some 25 miles distant from his accommodation and I'm now in a situation where I need to shop for him by going to a supermarket and then driving up to his accommodation to leave food outside his sheltered accommodation for the carers to then take up to his flat. A 50 mile round trip. OpThis is another example of those that are living in care type accommodation and a lack of understanding of their situation.

122. I have spent so much wasted time trying to get a delivery, everything is automated there is no way to let them know about my 3 different immunity problems. I am not supposed to leave my flat. Luckily a neighbour who is over 70 has been very helpful, but you need to pay cash. I have had a telephone consultation from 2 different hospital departments, with 3 letters telling me to stay in. However, when someone shops for you then cash is required. Last Friday I needed to get more cash

at the same time I went to Asda in Biggleswade to shop, I took with me my hospital letter and went to the information desk, they rang upstairs office, a young man came down, I explained the situation. I had stood in the queue for 30mins to enter at opening time, that I had letters about my health with me and required a delivery. His answer was I would have to go on the internet to get a slot and there was nothing he could do. One of the staff did tell me they start getting orders ready at 2am for deliveries. Maybe this has not been thought through in a way that benefits vulnerable people who are the biggest risk.

123. I am one of the governments vulnerable after receiving my government letter plus two letters from my doctor . My family said go on line to order my shopping , so I have tried Asda's, Tesco and sainsbury's to no avail . It seems they have a government list then they contact you , well I must be near the end of that list as they have not text me, but oh what joy I got to talk to a nice lady at sainsbury's and she said I should hear something in a couple of days I live in hope.

124. I suppose you could call us "selfish shoppers". Each time I try to book online I am reminded by Tesco that I should give up my slot for someone more vulnerable, however I have been having Tesco deliveries for over 15 years due to chronic arthritis and advice many years ago that the weekly shop was very bad for my back problems. I manage my own often severe pain and visit our doctor rarely, try to keep active by swimming and just get on with it. My husband has Parkinsons Disease but we are not on the vulnerable list so I have struggled over many nights to get a delivery slot but perseverance has paid off to some extent. I know that now quite rightly the priority will now also go to NHS workers so do not expect to succeed for much longer. I will keep trying however as I do not wish to risk a visit to the shops for either of us.

125. In response to your request to share problems about deliveries, I felt compelled to write of my experience with Sainsburys. I have been a regular customer of Sainsburys for many many years. I regularly have on line deliveries and hold a delivery pass which I purchase every year. If I said I'd had it 9 years or so that would be about right. My husband and I are classed as 'vulnerable' due to our medical conditions, I am 69.5 and he is 78. I have contacted Sainsburys to register as vulnerable and have been promised that they will get in touch to give me a priority slot, I am still waiting! We don't have any children so are completely on our own. I have sent two e-mails so far to Mr Coupe the CEO without any success. I do appreciate the pressure on Sainsburys but I thought that regular customers might stand a chance if they are vulnerable to be offered a slot. Though advised not to leave home, once a week I leave very early and take a deep breath and go for our weekly shop! What else can I do? I follow the guidelines but it does worry me. I hope you don't mind me sharing this with you. I am sure we are not the only ones.

126. Further to your article today. My husband is over 70 and has COPD, he has has a letter from the government and registered on the website. Not 1 of the supermarkets have contacted him to offer deliveries. We did manage to get a click and collect slot at Tesco last week but that is all. I have to go out and get our shopping which is difficult as I am disabled with arthritis. It is also not good as I should be keeping away from people to protect him!!

127. I have a letter from the NHS to say I must self isolate for 12 weeks. I have an account with Tesco and have used their delivery service for years. All their slots are booked up to 12 May, I have messaged them three times with no response. My daughter is on standby with the army reserves so I'll soon have no one to do my shopping.

128. Yesterday we got email from asda Oh Great so it said we are on the government list of stay safe so we can get a priority order slot, Oh Great so we sat here for 3 hours sorting out just what we

needed and booked a slot BUT OH NOT THIS WEEK OR NEXT WEEK BUT 7th MAY HOW LONG TO STARVE, we have used asda and Sainsbury but can not get a delivery from them, but luckily as part of the stay home stay safe we were surprised to get a free food delivery so at least we have some spuds and carrots mushroom soup make a meal yes ? Any way we got to the checkout at Asda only for them to insult us by saying their was a problem with your card, never has their ever been a problem with our card we triad 4 times and every time it said the same, so stuff Asda we will shop at Aldi via a good friend.

129. Hi my 98 year old mother as been a Sainsbury's shopper once a fortnight for many years she as always paid by cash so when the corona virus started i registered her for online shopping and made the the requested phone call to state she was a vulnerable person with many illnesses. Sainsbury's said on there automated line that they would sms within a few days and that they were going to priorities the vulnerable we never received the sms and of course i made many phone calls to speak to someone in fact 5 hours of calls which always ended without speaking to anyone. My mother is extremely vulnerable but doesn't have a letter from the nhs as there are no on going hospital appointments apart for one for skin cancer which she is awaiting a procedure she as angina. severe back problems, diverticulitis, eye problems and a heart problem if this doesn't make her vulnerable her age certainly does but for some reason she slips through the net when i have tried to get a delivery they say she is not recognised as a priority and put you to click and collect and there are no slots i'm 73 and so i am shopping for her even though i should be able to get deliveries which i can't in fairness to sainsburys all of the supermarkets are the same but sainsburys was here choice for shopping there must be thousands of people like my mother who have slipped through the net

130. I am 83 and have an account with Sainsburys for on-line delivery which I have used occasionally. I was invited to apply for a priority slot. When I tried to log in it rejected my password, I then used the "forgotten password" option but on trying to log in again the password was rejected. I did this twice more but was rejected each time and eventually was locked out of my account and advised to phone a given number. I did this and was given a four and half minute talk at the end of which I was told they could not accept any more calls and the line went dead. After trying again I gave up.

131. We are 71 year olds who are told we are vulnerable, so shouldn't go out. Our family is draconianly insisting we don't go out. They tell us that is what the government says. But Sainsbury's and Tesco's will not put us in their vulnerable list unless we have a letter from the government. We need to shop. How do we address this? The message should be clearer. Either we are vulnerable and was should be able to shop online, or we are not vulnerable and should be allowed to go shopping and not have to have a row with our family. Help!

132. Whilst my wife and I are able to venture out to get our own shopping, I have been trying to get a delivery slot for my mother-in-law without success since this crisis began. My mother-in-law is 84, with underlying health conditions, living 250 miles away in sheltered accommodation. She does not have a computer and her accommodation is in complete lock down. After days of trying to phone Sainsbury's without success, I eventually sent a complaint by post on the 25.03.20 (have not had even an acknowledgement). What frustrated me the most was the lack of alternatives to the unanswered phone number provided. I could not update my status on the internet, I could not email the customer service team, an email address for their CEO was left unanswered and the staff in store were unable to help. Luckily for us a local support group near my mother-in-law has been able to arrange meals for her. God only knows what I would have to do if I had to rely on Sainsbury's.

133. I have struggled to get a food delivery slot from the supermarkets. My own situation is that I am 85 years old and with long term prostate, heart and asthma problems, therefore five weeks ago on

the instructions of the government I went to self isolation as they requested for three months. However because my long term health problems are not on the Government's official list I was refused a delivery slot as a vulnerable person. Fortunately Iceland Stores took a more flexible view and I was able eventually to book slots but it was a very big worry.

134. Having read Money Mail today, specifically the article regarding supermarket delivery slots, for the first time ever I am moved to contact a national paper. Having Myeloma I am in the vulnerable, shielding group. I am able to afford grocery shopping and have friends, family who can assist although not do my entire shopping. I have had letters from the NHS, the Dept of Health and Social Care, my local Borough Council and the local Clinical Commissioning Group. I have also had phone calls from the last two. Furthermore I have completed the requested form on Gov.UK. I read regularly about everything the supermarkets are doing to support the vulnerable and that they will contact the people on the NHS list as it is passed to them. As a customer I regularly receive emails from CEOs of the major supermarkets listing all that they are doing for people such as me however as yet I have had no contact to assist me in getting reasonable access to regular delivery slots. The most I have achieved is to contact Tesco and be added to their list and the only benefit this brought was a text message on Good Friday offering me a priority delivery on Easter Sunday. Having spent hours searching for slots I already had a delivery booked and therefore couldn't make use of this offer. When I originally spoke to Tesco I was told there would be access on the website that I would be able to find after 24 hours - however there never is! I belong to a closed Facebook group for people with myeloma and their families and carers and many of them have had contact from all the supermarkets. I spend hours scouring for the next available slots as not knowing if you will be able to get a slot causes significant anxiety (I also have to ensure my elderly mother has shopping), I last booked my a slot for about 3 weeks time by waking up and going on line at 2.45 am!! It feels to me that access to these slots is utterly random and facing further weeks, maybe even months of lockdown as a vulnerable person. My husband lives with me however is over 70 and has a medical condition that also puts him at high risk. We are only able to get exercise because we live in a rural area. Now that we are a few weeks into this I find it very frustrating to be in the position of having a lack of this promised support.

135. Re today's article regarding the above. Both my husband & I are affected & would be most grateful for assistance. We are 88 & 84, both with bad health problems [me COPD, bowel & bladder failings, him mainly mobility] Neither can drive now, we live outside town, so delivery slots are not just vital but imperative. They are almost impossible to obtain however many hours one hangs onto the line. We used to use all 7 listed supermarkets and would do again were it possible. Your article gave us hope that you can help us. Our knowledge of the internet is rudimentary to say the least, hence this appeal. If you cannot help, we might as well just give in. Both are listed as vulnerable by the government, which doesn't seem to carry much clout in the current chaos and we are rapidly running out of food, let alone the ready meals we have to use,

136. Dear Sir/Madam My husband and myself are both in the vulnerable people section .My husband breaths through a tracheostomy, due to having had a laryngectomy ,he has also undergone a total pneumonectomy of his left lung and he has c.o.p.d. . in his right lung .He requires 4 hourly nebulised medication to aid his breathing .He is 78 yrs. I have type 2 diabetes and am 77 yrs .We have not received a letter to say we are vulnerable .But I have tried frequently to obtain food deliveries from Morrisons ,Sainsburys and Tesco .I did manage one delivery from Morrisons in the second week of shutdown ,but unfortunately nothing since .We have not received a letter to inform us that we are vulnerable although I have been in touch with my GP practice regarding this .several weeks ago .Fortunately our daughter does manage to get us some shopping ,but we are restricted to

what we can get due to the money situation .But a delivery slot would obviously resolve that due to my bank card .We are finding this issue really stressful

137. I am sending you this mail has advised by you has i have tried all major supermarkets to get a delivery slot but without success. We are 79 and i suffer from Copd and high blood pressure, and recently diagnosed with a gastric tumour and therefore we are unable to go shopping . Both our sons have NHS letters so are unable to support us . Any help would be greatly appreciated. We live in Mickleover Derby .

138. Could I please bring your attention to the extreme plight of Blind folk, especially in Helensburgh where it is not recognised that being blind puts you into a very vulnerable position. Shopping has to be ordered on line especially for blind folk living alone, they are totally dependant on their family or friends who often do not live locally,to place the order for them It is becoming a living nightmare trying to order for their needs securing a slot after many days of trying and then when eventually succesful only to be told just prior to delivery that many of the items have been cancelled . How can a sightless person even attempt to care for them selves when everything is loaded against them. To go out is impossible so for many weeks have to be prisoners to their homes struggling to feed them selves.

139. I am 76 years old and suffer with Sjögren's syndrome which is a form of arthritis and I believe it is known as an auto immune disease and I am registered as disabled. This is not on the designated list of vulnerable people so I can't get a delivery from any of the supermarkets, even though the nearest shop to me is over 2 miles away. My husband who is 76 has high blood pressure and because it has been stated that men are more susceptible to getting Covid 19 I don't want him going out, so I am going once a week very early in the morning to queue for the 8-9am slot for the elderly at Sainsbury's.

140. My daughter received the letter saying she was one of the most clinically vulnerable and we had to shieldfor 12 weeks. As I am her carer I registered on the [gov.uk](https://www.gov.uk) website three weeks ago. I have just called Sainsburys with the number you printed and they gave me yet another number to call. After a long wait they have just told me that they do not intend to help this group of vulnerable people unless you were already an existing customer and they will not allow me to register as a new customer even though I do qualify as extremely vulnerable. I am an existing customer of Waitrose and have had several emails back and forth with them but still they have not made me a priority customer. I know my registration was successful as other agencies have been in contact with us to check we are ok and even though I have said we do not need a free food box just a delivery slot , free food continues to arrive. My daughter as part of her complex condition has very specific dietary needs and this box is 90% unsuitable for her needs. in any case Free food should be kept for those financially struggling which we are not , we just need safe access to food.

141. Dear Mr Dave Lewis, Thank you once again for your informative and helpful update. I wish to register our most grateful thanks and total support of your brave staff, who I salute in their sterling efforts working on the front line to supply food and essentials during these sad and most difficult times. I understand how difficult the matter of managing online shopping is whilst you have extraordinary demand before you and have no criticism. However, I would ask you please Mr Dave Lewis to kindly consider a small suggestion which, if implemented, would help those thousands of us 'vulnerable oldies' who do not appear on the Government Register. It is clearly evident from activity in our vicinity and reports from across the nation that there are extremely selfish people who are able to shop at Stores, but who are hogging online slots and receiving deliveries. Is it not possible Mr Dave Lewis for your IT Team to knock up a simple but thorough questionnaire (including

requesting an NHS number) to identify those who shop online who are properly vulnerable and needy. By way of explanation - my husband who is 78 has vascular dementia and most vulnerable to pneumonia. I am unable to leave him and it would be too dangerous to take him into a Store. Our only access to food, etc., if we cannot get it online which is now no longer possible (although we were hugely grateful for deliveries on 9/4 and 16/4) is to ask our daughter to help us. This is not a good plan - she is a police officer working on front line custody. As a single parent with an adopted daughter and working long hours she has more than enough to worry about. Aside from her corona virus footprint which is already large because of her work, to increase it further by shopping for us would not be in her best interests. Were she to get ill, her daughter, who had 13 placements before the age of 6, would then have to go back into care - a thought that does not bear thinking about. We are not quite in the situation where we are sharing an egg between us and do not ask to be treated different from anyone else who is now in need - just simply that those who are vulnerable are identified. I do so hope you will look favourably upon the matter of implementing a questionnaire for online shoppers to evidence 'the wheat from the chaff' and whether they are genuinely in need or not. Thank you once again to the staff of Tesco.

142. Hello, my wife and I are both 82 years old and for the past 4 weeks I have been trying to get a slot from all the big players without success. On one occasion I logged on at midnight, 3am, 4am, 8am and midday with no success. We are lucky in that our neighbours are very good and we are not short of essentials but we feel we cannot burden them with requests for a particular brand of a product so we accept with gratitude what is in the bag. PS. Commencing tomorrow 23rd we begin our 6th week in stay-at-home mode. Neither my wife nor I have underlying health conditions.

143. I read your article with interest today in the Daily Mail concerning supermarkets ignoring the plight of the most vulnerable people in society being unable to get a home delivery during the Coronavirus pandemic. Today I received an email from Dave Lewis, CEO of Tesco, telling me how thoughtful Tesco's were and how he was making more delivery slots available for vulnerable people. I have been trying to get a home delivery from Tesco for the past 7 weeks and every time I try there are no slots available. If Tesco really cared they would ask their upwardly capable customers to come into the store to collect their shopping which would give people in the high risk bracket to get their order delivered. Last week my wife and I received a letter from the government as we are both high risk, this letter is supposed to enable us to get extra help unfortunately that is not the case. If companies such as Tesco continue to ignore the most vulnerable in society during these trying times then they should hang their heads in shame.

144. I am 75 years old and live on my own with no close family to assist me, although I am in good health. Many weeks ago – probably around 5 – I wanted to get a Waitrose delivery slot. The first one available was 26 April – this Sunday!! I am now awaiting my delivery. In the interim I have gone out to small shops, a neighbour has got me some things, or I have found small local outfits who can deliver a few things to me. I have managed. I also went to the special hour (7.30am, not an easy time for an oldie!) to buy provisions, once. About 2 weeks ago I received an email from Waitrose announcing more priority delivery slots. I followed their instructions, although I had misgivings about using that email address. Naturally, I was right – how could I log in using another email address!! It was ridiculous. After several attempts, I was locked out altogether from the website. At that point I emailed them to say what had happened. No reply, nothing. Two days later I rang them – and after holding on for more than 30 minutes, I spoke to a pleasant girl who had apparently been seconded from John Lewis. She understood the issues, agreed it was strange that they ask people to log in using a different email address. After several attempts at helping me, we gave up. She then said she would refer it to the technical department and they would contact me. As you can imagine,

no one has and I have completely given up on Waitrose. I would like to know why they sent me this email, telling me to use that email address when it patently did not work!!! And, to get no further help. I can now log in as before, using my own email address, but of course no delivery slots are to be had for love or money.

144. We live in Oldham & August last year I started online shopping with Morrisons. I had just had a new knee operation & my hubby has dementia, we have both received letters telling us not to go out. I have struggled getting food slots with Morrisons & I have had to stay up till the early hours to get my next 2 shops. What annoys me is people who are able to shop r getting these food slots & stopping vulnerable people slots. I have emailed Morrisons but not had any proper replies.

145. I received the letter from the NHS over 2 weeks ago to inform me that I was in the vulnerable category (I have heart and lung problems). Although I have registered with this on the Government website, everytime my wife tries to get an online delivery, Sainsburys say that they have not recognised me as being vulnerable and to wait until they e-mail me. How long will this take as this seems unacceptable, I have tried to phone the numbers given without success. My wife goes out for our shopping and also does the shopping for her vulnerable dad who lives in the countryside. I am terribly worried that should she catch Covid-19 and bring it home or indeed it gets passed onto her dad (although she does leave his shopping in his porch).

146. In response to your money mail 22nd April article I am writing to say that I have had a nightmare getting shopping. I have a GP letter supporting my vulnerability, I have emailed Sainsburys twice with the GP letter attached, with only an automated standard reply and no help getting any shopping. Iceland allowed me one shop, but a priority slot is not available anymore.

147. My husband and I are amongst the extremely vulnerable shielded people staying at home. So far during the past 4 and a half weeks we have managed to achieve 2 supermarket deliveries, for which we are extremely grateful. We have stayed up late to try to get slots, we have set the alarm and shot out of bed at 5.45am to get a slot, to no avail. We have tried ringing the special number that Tesco gave us to be told to keep trying. It's just hit and miss. We are not short of food at present but can't help wondering if we shall get another slot before the end of May !! We can understand their problems but can't help wondering what can be done about it.

148. Home delivery is a joke....I managed to get a slot from Iceland for delivery on Sat April18 between 9/11pm. Well surprise surprise...they took my money but the order never arrived...they have bitten off more than they can chew. Have contacted my credit card to reverse payment. We are both pensioners with health problems..Iceland has closed their phones and emails go unanswered. Check on trust pilot other people have had same problem

149. We are a couple well into our seventies who are self isolating. As soon as we knew we would have difficulty shopping for ourselves due to the lockdown, we have tried to book a slot with Sainsbury's, Tesco, Morrison's and Asda. We've spent hours trying to get a slot without success. We normally shop at Sainsbury's and have shopped there for 35 years since this store opened in Cardiff. We have loyalty cards, and had 3 emails from their CEO Mike Coupe advising that they could only give slots to Wales when they received their database. I understand that they are now in possession of this information, but have heard nothing since. England seems to have priority over Wales in everything, we are a small country, but wonder if we don't matter. No response from the other supermarkets either who will block your efforts to get a slot.

150. When this outbreak started my wife and I attempted to get on our local Sainsburys delivery list, thinking because we are 78 and 77 and having shopped there since the store opened we had a good chance, so on our next visit we were put in touch with their internet manager a nice young man who took our details and told us head office would be in touch, within days a young lady telephoned introducing herself as part of Sainsburys head office team, she gave us our code word and told us we would shortly go on the vulnerable list for deliveries, great!! that was over two weeks ago, we have been back to see the internet manager twice, once he could not be found, the next time he said it was now in the hands of head office, we have sent e-mails to the young lady, as we found two one hour phone calls listening to the next agent will be with you soon never got answered and the last one of one and a half hours after repeatedly telling us the next agent will be with you soon cut us off, the young lady has now told us we must keep trying to get a delivery date on the internet, but as she is now working from home she can no longer intervene and get us a delivery slot one must wonder why did she not do it before she started working from home if she could? We know the reason we have to stand in long queues is down to the greedy, thoughtless, trash who bought everything in sight, but it is frustrating to go on line see our address on the screen then our card details only to be told we are not on the vulnerable list, when their staff claim we are, this will I am sure do no good but at least it releases the frustration.

151. My husband is 75 and considered vulnerable due to medication he takes for rheumatoid arthritis. About 3 weeks ago he received the NHS letter advising him to stay home for 12 weeks. There was a web site address to register. He went on to do so and answered all questions honestly. He has heard nothing. We have assumed that because I am 67 and able to go out, he has been overlooked. I try to limit shopping trips to once every 9 or 10 days but am always anxious that I might bring germs home to him. Since 23rd March I have managed to secure click and collect slots at Waitrose (21 April evening) and ASDA for 30 April. Have we gone wrong somewhere?

152. After reading your article about superstores deliveries and had anybody had problems with getting a slot, so here is our experience of trying to get a slot for a delivery. January 17th this year I had a knee replacement and because we live in a village and my wife doesn't drive we got home deliveries from Asda & Tesco without problems, I am turned 77 and my wife is turned 72. then the virus entered the fold. At first we managed to get a slot but we had to wait about a month. I did write emails but to no avail, I then got a message from Sainsbury and because we were over 70 we were entitled to get a delivery slot, I couldn't get one. We have tried to get a slot but unfortunately we are unable to get any, so we rely on friends and neighbours asking us if we need anything. It seems that the superstores are happy when all the slots are full.

153. We have tried delivery slots for the last 5 weeks. Waitrose – slots always say Unavailable or fully booked and all day usually for about 18 hours so no delivery from Waitrose. Morrisons – tried for last 5 weeks again – we join the 'que' wait until we are first usually 30 plus minutes but then cannot book a delivery slot. So no delivery from Morrisons. Sainsburys – We cannot get to even try and order with them as we are not registered as disabled. We are in our 70's so cannot register with them. Tesco – Did manage to get a delivery from them twice however many items that were substituted were unsuitable – the bread was either squashed and the plastic packaging was torn. The 'fresh' food was stale and a use by date of just 1 day after delivery! – the frozen food cardboard packaging was already 'damp' as the packet was defrosting. The carrots were black edged and the tomatoes had no sell by/use by date. Needless to say we have not re ordered with Tesco. Everyone at all of the above companies are trying to meet an unprecedented demand so we just keep on trying to book on line. This is in no way a criticism but it may help you to get some indication of the pitfalls of trying to order on line. It's not easy at all.

154. With reference to your article about the difficulties of booking a supermarket delivery at the moment, I read your article with great interest. I normally shop instore, but changed to home deliveries when the lockdown was announced. I have shopped at my local Tesco store since 1993, using home delivery at times when necessary. I am a 67 year old widow and have chosen to stay at home for obvious reasons. You asked for readers' experiences - I have had the following issues :

1. After lockdown I couldn't get a delivery until 6 April & 'made do' with what I already had - luckily I have my milk delivered by Milk & More, so no problems there.
2. I managed to book another delivery slot for 21 April by staying up til just before midnight when the new slots are released. When I logged on I was put in a queue and then when my turn came, some 20 minutes later, the newly released delivery slots page opened. Tesco only release one day's delivery slots at a time, at midnight.
3. Last week I tried to book another slot which would then arrive in 3 weeks time. I joined the queue just before midnight as before, but this time when my turn came I was re-directed back to the ordinary website & not given a chance to book another slot. When I rang the next morning the operator told me that Tesco had had to change their system so that you can only book a slot if you don't have any deliveries pending because people were booking several slots at a time !!!! As I had a delivery due on the 21st I was not allowed to book another slot.
4. So, last night, I stayed up again because I didn't have a delivery pending. I was put in the queue as before, but when my turn came I was again re-directed back to the website without the option to book a slot, presumably because there were no slots left. The next delivery date is for May 13, some 3 weeks away. I hope I have enough to last me through and I don't hold out much hope of getting a slot now because everyone else is in the same boat as me.

People who are quite capable to shopping instore are no longer doing so, choosing instead to have home deliveries/click and collect when they don't need to. They are thoughtless and selfish and I think the supermarkets should be addressing the issue of who should and who should not be able to have a home delivery. There is of course, the issue of the panic buying and subsequent shortages which have made the matter worse. I should not have to 'fight' to get a delivery slot, staying up late on the chance that one becomes available. It is so worrying not to know when you are next going to be able to get your groceries delivered. Your article highlights the difficulties that people like me are having, and this issue needs to be sorted out immediately since lockdown is continuing for some time to come. We need answers.

155. We are among many others unable to get slots in spite of thousands of efforts{ it seems like that.}We are 85 and 84 classed as elderly and vulnerable but not considered extra vulnerable no letters for us, ,. my husband could drive to local Waitrose and get some things if I had a good day accompanied him about twice a month. When I was fitter we would go to Tesco. Our family have avoided all meeting with us to keep us safe and said to do online shopping. We could see the situation looming and in spite of age and not good on computer I successfully did online order with both Companies for a fortnight after, great I thought! There has been no slot with Waitrose and I have looked repeatedly, they state elderly will be helped but to date we have been in no receipt of letter or email very disappointed. However managed to get one with Tesco much earlier waiting 3 weeks till end of this month only obtained by logging on after midnight this only worked once last night woke up at 12, 2.30 and 5 and 6 nothing! Did get one with Tesco beginning of this week when a 3 day wait was offered at 4pm only after tipoff from one of our friends. We both have heart problems and I have prolapsed bowel so we are a bit vulnerable surely. Surgery categorically said we are not vulnerable for letter and to go to supermarkets in time for elderly or make use of our helpful volunteers. We do not like imposing on their goodwill being brought up that way. but have done so

and they have been great. Have been trying to get a slot in May with Tesco to no avail my husband is desperate to get me off his computer for his own use.
How sad highlight of our day is to have an online delivery! and the thing is we shall always shop this way too scared before being something new.

156. I am writing to say what a hash the supermarkets have made of supposedly helping the extremely vulnerable. My husband is in the shielding group and we have both been told not to leave the house under any circumstances. Every single day for the past few weeks I have literally spent hours on a daily basis trying to get a delivery slot. Our neighbours have helped out, but they all have elderly parents of their own, so are not always able to get us what we need. I have managed just once to get a slot - more luck than judgement. Our thoughtful deliveryman suggested we stay up til midnight to try and get a further delivery but even that has not proved fruitful. All made more galling as we see the twenty year old couple across the road getting their weekly deliveries. Why couldn't the supermarkets have started their food delivery allocations from scratch, starting with those who are being shielded, moving to the elderly and vulnerable etc. I heard Stuart Rose talking and saying the shops needed to be loyal to their regular on line customers. My friends and I are all in our seventies and have been loyal to our particular favourite supermarkets - but because we shop in store normally that apparently counts for nothing. Shame on them. By the way, they keep putting numbers in the press to phone - try it. They just don't answer.

157. I am an 85 year old disabled person, using crutches, diabetic and pacemaker living in Leyton. The Monday before the Easter weekend I spoke with someone at Sainsbury about ordering a leg of lamb plus other items and was surprised to be given a delivery slot for 12th May and more so at being charged £9.99 per kg for the leg of lamb. When I questioned the price and the slot allocated to me I was very curtly told to take it or leave it as there was a shortage of lamb and even though I thought I would be given a slot within days I was told you are not on any vulnerable list and I would have to take the slot that was offered. I cancelled the order and cowed I would stay away from Sainsbury for the rest of my life.. The price was daylight robbery as Aldi was selling lamb for £5.65/kg the same day and the response from that call centre was totally unacceptable. I now walk to a Tesco express or the corner shop to fetch a Daily Mail because, although they advertise free delivery for 6 weeks, I am told Leyton does not qualify for free delivery as there are no agents who deliver papers in Leyton.

158. With reference to your article in today's Money Mail, my husband and I do not have any underlying health problems we are 76 years old and are repeatedly told to stay at home because we are vulnerable. I have shopped at Asda in Colindale North West London for probably nearly 20 years going to the store every Wednesday morning to do my weekly shop. We have never shopped online as there had been no need to. My husband said it cannot be rocket science and it wasn't. However all the slots for either a delivery or click and collect are booked up for weeks ahead. We have tried several times to see if there is an available slot but absolutely nothing including other Supermarkets. I was desperate for groceries this week and decided the only way we were going to get anything was to go to the store. I got up early Monday morning and was at the store when it opened. They were letting a few people in at a time and it was very orderly. However that is not the point. We have no one to shop for us. Our son is in the middle of cancer treatment and our daughter in law is getting over having had the virus. My granddaughter has only had a couple of symptoms and my grandson has not had it at all. I do not want them to go to a Supermarket in case either of them should get the virus and bring it back into their house.

59. I'm over 70 and have moved a severely disabled friend, who has COPD, into my home to self isolate. I normally keep an eye on him and do his shopping but he lives three quarter of an hour's drive from me so I had to take him in or risk him starving to death. There may be a letter from the NHS at his home to ensure him a priority delivery but I am unable to go there due to restrictions. I myself have a history of respiratory infections but my GP must have judged that I'm not vulnerable enough. I have shopped online with Sainsbury's for years but am finding it a total nightmare to get a slot. Even when I get one, half the stuff does not turn up. There seems no way round it. It just makes a difficult situation worse. Neither of us have relatives to help us.

160. I live in Paisley Scotland. I received 2 letters from Scottish Government to say I am shielded and inviting me to join the SMS shielding service by texting my CHI number etc to a designated line in order to be prioritised for shopping delivery. and a major supermarket chain would be in contact with me. I have been waiting for three weeks now and haven't heard a thing. Add to this I also had been doing my 87 year old housebound mums shopping etc., but she hasn't had a letter despite being 87 and housebound and suffering from a weak heart etc. I am an only child with no aunts or uncles either therefore I am the only carer. Fortunately our local authority has pitched inI contacted them and they have delivered a small bag of food to Mum, and are also trying to prioritise me for shopping delivery. So far my husband has pitched in and taken the risk that he may pick up the virus and pass it on to either me or Mum. But he is very nervous about this for obvious reason. A third phone number has been announced in Scotland for help , but people are finding this all very confusing as there seems to be three systems on the go. The Scottish Government, Local Authorities , and now this other new number. I've also read about people trying to contact the supermarkets and upon quoting their CHI number being told they are not on the system. I cannot even get a supermarket to call me (this is what Scottish Government say will happen) let alone get set up for the service, to gain access for a delivery slot. I'm on the vulnerable list but no one is really helping.

161. Hi i feel I need to contact you to highlight a predicament that we are facing. My mother is 86 and has recently fractured her pelvis on a return trip from America. When we went through immigration my mother was told most clearly that she had to go home and stay indoors for 3 months. In true style my mum negated this by the fall, subsequent stay in hospital and a brief rehabilitation in a nursing home before returning home to be nursed by myself. I was under the impression that I had to shield with my mum and so couldn't leave the house. I contacted Sainsburys to arrange a shopping slot but was told my mum was not on the vulnerable list. I then went on the government web site and trawled through all the letters that had arrived during my mother's trip to America and stay in hospital. Everybody assured me we should have the blessed letter from the government that would enable us to have shopping delivered. Also being technically unsavvy I had good friend also trawl through the website to find out how I could get this valued letter. But to no avail! At the grand age of 86, with anaemia and a fractured pelvis and shoulder my dear mother does not appear to qualify for the much acclaimed vulnerable letter. Blimey I thought - the odds as as high as winning the lottery. After a very sleepless night working out if we would slowly starve my wonderfully technical friend said what about Age Uk? Much to my well concealed (!) exasperation my mum then said "oh yes dear - age UK contacted me in hospital". I can say now with greatest relief and much appreciation that between mine and my mothers amazing friends, the volunteer At the local sports centre and Age U.K. as a back up I havent to leave the house to get provisions. We are very fortunate but I wonder how others are faring if they don't qualify for the willy wonka golden ticket to online shopping ! !!!!

162. Having read the article in Money Mail today about the selfish people who steal delivery slots I have to agree with all you have said. My wife and I are both 71 and, although not vulnerable,

struggle to get a grocery delivery slot. We do not have our own transport and, therefore, have to rely on public transport in order to get our groceries. We like to use Sainsbury's and have received various bulk delivery emails from their CEO Mike Coupe telling us that Sainsbury's is going to ensure that elderly, vulnerable and delivery pass holders are going to be contacted to arrange a priority delivery slot. We are both elderly and have a midweek delivery pass but are still waiting for that contact to be made. We both feel that loyalty to a store and having a prepaid delivery pass means nothing these days.

163. I have had trouble getting a slot on line I am 79 years old and have to isolate for 12 weeks I am unable to get a slot my family live miles away i did venture out but it is scary as a lot of people do not play by the rules I went to the shop that the Times were allotted for the elderly but there was only me and one other elderly person in the queue we still had to queue we was under the impression we would be allowed in first and a lot of the local stores dont have sanitizer so you spend the rest of the day worried about it even tho you have used you own. When I went on to gov.co. there is no where you can register for the elderly even tho I have health conditions it was not in the ones listed.

164. I have not been able to book a slot from Iceland or Sainsburys to be delivered.We should have had letter from the Government as we are vunrable people.My wife is diabetic also had two strokes and a new hip plus she broke her shoulder and she cannot walk without aids. I am reasonablely well but i will be giving up driving on the 16th May as my licence expires and i will be 80, my wife is also 80,i find driving now is not for me and my wife gets nervous if there is a lot of traffic about.

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166. I am 76 with a 50% war disability pension, Asthma, Diabetes 2, and Heart Failure. On the 24th March the practice nurse told me and my wife to stay indoors for 12 weeks. I have had no letter from the NHS Have spent hours on the web trying to get delivery slots to no avail. Hours in queues on the phone, engaged signals or just cut off. Age UK (veterans) bless them, came 14 miles to collect my prescriptions for me. No deliveries available. Fortunately I have a pal who gets a few essentials for me, although he is nearly my age. So I'd really like to know where all these extra slots are?

167. We are a Care Home of 20 older people. We use Tesco as a supplementary order to Booker Wholesale (also owned by Tesco). I have been banging on about this to anyone who will listen for 5 weeks now, including Huw Merriman our MP and all of the big 5 supermarkets. Everyone has nice words and NO action. We have resorted to collecting items from the back door of a supermarket by special arrangement with the deputy manager who happens to have his gran in a care home

168. I am 75 years old, due to turn 76 on Saturday. I live in Sheffield and my nearest Asda branch is at Handsworth. I am housebound and have been for two years as I have v bad balance and cannot walk outside and live alone. This can be verified by my medical practice which is Swallownest Medical centre, Worksop Road. I have been shopping online at Asda every week for two years but I am finding it so difficult to get a slot. I have home visits from the GP and district nurses as I cannot get to the surgery. I have received no letter telling me that I am vulnerable though clearly I am and

am just recovering from the virus. I have tried to call Asda several times to explain my predicament but they r not taking calls. I wonder if u can help me at all.

169. I live in Chesterfield Derbyshire, on the 21st March I got a letter telling me to self isolate for 12 weeks, I am a (I hope) a recovering Cancer patient.

170. My husband has serious mobility problems (crutches/ stair lift etc.,) and is the named person on our Tesco Club card, & Iceland. He has not had a letter about self isolation so we are unable get either a delivery nor a click & collect slot for weeks ahead. So every Wednesday he drives me to Tesco's and stays in the car whilst I join the queue and try to stay the 2 meters apart round the store. I did mention this to one of the staff but he couldn't think of a solution. We are both 75 years old and would appreciate it if the stores could come up with some sort of priority code please.

171. On reading my mail today you asked for people to get in contact if they struggling to get a vulnerable slot please see details below. My husband received his letter from NHS late on 16.04.20 from our GP apparently it should of arrived earlier so that we could register by 06.04.20 with the government. We immediately registered on receipt of his NHS letter but as yet (apparently) we are still not on the list with the supermarkets so we cannot obtain a vulnerable slot. We contacted again the supermarket we shop with (Tesco's) and it could take up to another two weeks to be contacted by any supermarket.

172. Dear Sirs, I haven't been able to get a food slot since the lock down, I have emailed Waitrose telling them I am 72 and have a disabled ticket as I've got a bad foot and back. And finding the queuing difficult, I was emailed and told I was not a vulnerable person, so I'm still queuing , I lost my husband six years ago, (oh) do I need him now.

173. am 76 years old and type 2 diabetic and thankfully in good health. Both Tesco and Sainsbury's keep sending me emails telling me what a valued customer I am and they are there to help. After numerous attempts I have yet to book a delivery slot with Tesco. Sainsburys however have surpassed that. Although they continually send me emails each time I try to login with them, I receive a curt reply that they do not recognise my email and are not taking new customers. Rather odd they email me but insist I do not exist.

174. My mother lives on her own in Bexhill on Sea, she is 83, she had a heart attach 18 months ago & is on medication. She also had an Iron deficiency (also on medication) & Under active Thyroid (also in medication) plus heaps of other pills to keep these three things in check. She loves Charlie Bighams meals as they're not full of rubbish. She prefers Waitrose over Tesco but her nearest Waitrose is in Eastbourne. She is unable to get a delivery until mid July because she is not on the government " vulnerable " list & therefore if not considered vulnerable by Waitrose I am her eldest son & I live in East London. My youngest brother is self isolating in Suffolk. My middle brother has just managed to get out of South Africa & if self isolating in Oxford. I am the only one who can in theory drive to Bexhill with food but that means DRIVING which I'm not supposed to do. Additionally my wife is a key worker on the front line & therefore I could well be a death sentence to my mother & so she is left to queuing up at her local Sainsburys at some ridiculous early time to get food which often is not available, simply because Waitrose can't offer her a delivery slot. I did a delivery to her the week before lockdown with a £100 + of food for her freezer. This is now nearing being finished & she would dearly love to get a Waitrose delivery of her favorite food. It's also worth mentioning that I approached Charlie Bighams about doing deliveries direct to their customers but all I got back was them bleating on about how difficult it was to achieve despite the fact that I got a pie delivery from a small pie manufacturer in Devon ! I even offered my services to Charlie Bighams as a delivery driver

& that also feel on deaf ears. This email is however not about Charlie Bighams but how Waitrose is failing one of THEIR regular customers. It's a bloody disgrace & Waitrose should be ashamed of themselves.

175. We are struggling to get a delivery. We are both over 70, my husband is 86. I will be 80 on 16th May when my planned celebration at a 4star hotel in Devon has been scuppered by coronavirus. We managed to get a delivery from Tesco last Friday, but despite trying every day we cannot get another. We are registered with Waitrose as they were our preferred supermarket. Over the past 10 to 15 years we have spent thousands of pounds with them. They have record of this fact as we use a 'My Waitrose' Card each time we shop and in the past they have sent us vouchers for the things we regularly buy. I am interested in two things from your article, Waitrose rapid and the scheme by Bournemouth Council which Christchurch is now a part of. How do we get on either of these schemes? I am very much afraid that as 'elderly' people we will have to remain confined even after the 'lockdown is lifted. Where will that leave us?

176. I am 74, husband 75 and is a triple amputee (has blue badge obviously). I am sole carer. Have tried so many times to get shopping delivery. Did get a Tesco delivery about 3 weeks ago but no slots through June. Prefer Waitrose and have spent tens of thousands with Waitrose ever since they opened first small store. Have been trying Waitrose ever since the first announcement and know people (not disabled) who have had deliveries. Waitrose emails all automated – no customer service whatsoever. It is beyond frustrating and reasonable. Waitrose should not have launched their "service" until able to cope!

177. As a 67yr old arthritic diabetic caring for a 92yr old mother who is in her 5th week of isolation I have given up trying to book a delivery at the main supermarkets. Currently Tesco has nothing available until 12th May. Morrisons had a 15 minute waiting time to get on the website to find no delivery slots available until the start of May. I would use Lidl but it has long queues which means I am putting myself at risk and then taking this risk home. Thank goodness for our local Co-op!

178. Hi, I cannot get onto Tesco's home delivery for the past 4 weeks. I suffer from; Bronchiectasis, emphysema, Asthma, COPD, Angina, Diabetes, Reflux, Hiatus Hernia, Triple heart bypass, Osteoporosis but it seems now to get my shopping I must go there myself despite being told to stay at home. I am 77 years old, I am divorced with no children. All I want is a slot to get my food. I have frozen dinners in my freezer so am not starving.

179. Both my husband and I are in our 70s and have suffered near fatal health risks in the last 6 years. My husband has a brand new aorta because of double aortic aneurysm scares which if he had not had an amazing surgical team in Birmingham would most certainly have killed him. I had sepsis followed by an emergency ischemic bowel surgery four years ago. Despite my best efforts I cannot find delivery slots with any supermarket. Neither of us has an NHS letter putting us at risk, although why neither of us knows. Instead my lovely husband stands in the Sainsbury queue each week wearing gloves and mask and runs the gauntlet of infection. If supermarkets can open early for the elderly why can they not be more considerate on line.

180. I am 96 years old and had a pacemaker fitted a few months ago. I have always used Asda and I am on their list of registered users of their deliveries. With an account and a password. I now cannot get a delivery slot, any help you can give would be most appreciated. I get the mail delivered 7 days a week.

181. To explain my difficulty with obtaining a home delivery slot. I'm a 75 year old widow living on my own. I have a comfortable bungalow with a garden. My family live fairly close eleven miles being the furthest away. I consider myself very fortunate. However i have no wish to make life difficult for my two daughters as they have some health issues my son does not. I have been self isolating since 12 March. I consider that I have reasonable health however I do have post Polio syndrome. I decided to have Tesco home delivery. Today this is difficult is an understatement I have only managed to have three deliveries the last was simply because Tesco opened some slots recently on a Sunday. I have tried all the other supermarkets to no avail. I do have some food and my family would always help. However why are so many vulnerable people like me being neglected. There is a way I'm sure for supermarkets to determine us. Many of us do not have letters many cannot will not go out those with mental health issues those who physical problems and those with learning difficulties many of whom could be in serious distress and problems. My mp Greg Smith has not been any help. This is a serious situation which, in my opinion, is being totally ignored. So much suffering.

182. I am struggling to obtain a home delivery.I have shopped at Tesco's for many years but because I haven't had a home delivery from them in the past they have rejected my application for a home delivery.I am 81 and my husband is 85 with diabetes and heart problems.We have been told to stay in for 12 weeks and I am having trouble obtaining food.I feel it is unfair to reject our application on the grounds that I have never taken advantage of home delivery in the past.I have always managed to shop for food as I have a little car and really prefer to do my own shop but because of the current situation it is no longer possible.I was told to keep checking the web site for a cancellation but today up until mid May there is no slots available.I would appreciate your help in this matter,Thanking you in anticipation

183. Further to your article in today's Daily Mail I registered for Sainsbury's over 70's priority delivery on 30th March. I then received a recorded message on 4th April saying I had been accepted and I would be contacted in a few days. This did not happen and I phoned the helpline on 17th April. After checking my account I was told that the account had not been cleared as I had not registered a payment card. I did this while he waited and I was delighted when he gave me a slot for Sunday the 19th April. I tried to place another order today assuming I would have to wait a week or so but when I tried to access the slots a message popped up to tell me I was not registered as an elderly or vulnerable person and I could not access any slots. I again phoned the helpline and after again checking my account I was told that I was still not registered. I explained what had gone on before but the lady informed me that they were now only prioritizing people on the government's vulnerable list and age was no longer a factor. I queried this but she was adamant that the policy had now changed and being elderly was no longer a priority even though the pop up message referred to elderly or vulnerable. Looks like the elderly are no longer considered although I do agree that the seriously ill should get first choice. Does this mean that no younger people are getting deliveries at all?

184. My husband and I are an 85 and 86 year old couple self isolating and are struggling to get "delivery slots" - not helped by the fact that we do not pay our accounts online. Only Morrisons has a system whereby you can "pay at the door" with either a debit card or a credit card. Although Tesco says it has contacted 230,000 vulnerable customers we were not included even though we are club card members. We had to rely on our family who live an hour and a half away getting a slot for us a week ahead for a large "shop in" and paying the account for which we reimburse them with a cheque. I am writing this email as I understand there must be many more senior vulnerable self isolators who must be in a similar position to ourselves. Thank you for your article it certainly is a situation that needs to be addressed urgently if the

government wants "high risk" elderly people to keep self isolating.

185. Dear Sir, I have just read your article on delivery lifelines or in my case non life lines. I am a 73 yr old lady who last April had a haemorrhagic stroke, from which thankfully I recovered almost completely. I also suffer from R A and have to take immunosuppressant drugs to try and keep it under control. I am very lucky in that I live in a very beautiful area of West Wales, but also very rural. I had been advised to self isolate so contacted Tesco on the 13th April. I had managed until then. I was told that a priority spot would be available in 24hrs. I duly tried the following day to no avail. I tried numerous times that day but nothing. The following day I phoned Tesco and was told to give it another 24 hrs. This went on, on a daily basis, even hobbling downstairs at 4 am as I had heard that the early hours would be the best time to try. Finally, yesterday after another phone call I asked if a Manager could call me. I was assured that I would have a call within an hour. I waited over an hour but nothing. When the phone eventually rang I assumed it was Tesco at last. However it was a friend ringing for a chat. When we had finished I checked for messages and yes, sure enough a call had come through from Tesco. The caller told me that there were no priority slots left and that I would be better advised to try the normal slots. To say that I am appalled is indeed an understatement. Tesco is my nearest supermarket along with Aldi, however I will never use Tesco again and instead will travel, when I no longer have to self isolate to Morrisons or Marks and Spencer both some 30 + miles away. The uncaring attitude of Tesco beggars belief, I am truly disgusted at the greed and uncaring attitude of this company. I will also add that a number of friends in a similar circumstance have had a similar experience. I am left thinking that the obvious answer is that the normal on line shopper would indeed have a much larger and more expensive order. Shame on you Tesco!!!!!!

186. In response to your article in today's Daily Mail, delivered by our Son, I am 73 years of age & my wife 72 years of age, we have been unsuccessfully attempting to arrange a Home Delivery from several of the Big Stores, Tesco, Sainsburys & Asda for the past 3 weeks. However as neither of us have received a "Vulnerable Adult", letter we don't have a priority & have been unsuccessful with any of these stores. We have tried various days & times of day but without success, our last home delivery was on 7th April from Tesco, which took ages to secure. Even trying to arrange "Click & Collect", nothing is available in the near future - any advice!

187. Regularly awake at 2, 3 or 4 in morning so of course try to get shopping slot then

188. Yes we have struggled, don't you think Supermarkets are prioritising customers who spend the most money, leaving vulnerable and people on a tight budget unable to get a slot.

189. My husband is 80 and unfit following cancer 5 years ago, but he has not had an NH letter. I am 76 with no health problems but most anxious not to contract Coronavirus in case he catches it from me. We are lucky enough to have some girls living nearby who offered to shop for us, but I don't like to ask them too frequently, as they are shopping for other neighbours too, out of the kindness of their hearts. I have tried Ocado, Waitrose and Sainsbury's websites at least twice daily from the start of lockdown and have never ever found an available slot. It would be nice to be able to place a big order but it does not seem possible.

190. Spent some hours trying to obtain a delivery slot. Eventually placed an order, delivery date 15.4.20 between 3/4p.m., at 0740 that day, e. mail received from Sainsburys, 'I can confirm that your order has been cancelled' no reason given.. We are aged couple, 84yrs. Appreciate we are two of a huge number of aged people trying, may try again if we are still locked in obeying government guidelines.

191. In response to Amelia Murrays article, in the first instance I would say that prior to this pandemic we had never bothered shopping on line. We were always happy to go and shop personally. Now as we are over 70 and self isolating it is virtually impossible to get a slot (assuming you can understand how each web site works) . I must be fair in that I managed to place an order with Morrisons on the 26th March which came as promised on the 16th April. since I placed that first order I have tried with Morrisons , Tesco, Sainsbury and Ocado and have had no joy. You either cant get on the site or you end up in a queue, only to find that when you get to the front of the queue there are no slots available. I regularly check during the day, but there is never anything. On several days I have tried just as the clock chimes midnight , when new slots in theory become available, but this does not seem to work either. On one night I stayed up virtually all night but still got nothing. It is very frustrating. I suspect that most of the slots have been taken by regular customers (before the pandemic) who dont feel inclined to change their method of shopping Whilst not on the extremely vulnerable list, I would describe myself as being on the higher category of the over 70's who are not extremely vulnerable. My local area has a help group who can do shopping for us, and we have used them but they only do 15 items max. we will try and use Morrisons service for essential items but as you have publicised this, I expect that this line will be extremely busy all very frustrating

192. I have been a customer of Tesco's at Haslemere,Surrey for many years and yet have been unable to obtain a delivery slot since "lock down" began. With a disabled wife housebound and my age of 84yrs young I still have to endure an hours wait in line - 2m apart before entering the store. I have logged on with Waitrose,Asda,Iceland but still receive the message that "all slots are unavailable " even though such attempts have been tried in the early hours of the morning --I am not sleeping too well!! Your interest in this problem is encouraging - good luck!

193. Hopefully you can assist my Wife and I? I am 75 (76, in September this year) and my Wife is 74 (75 in July this year) During 2018 I suffered a break of my Quadriceps Muscle in my left leg & as such I am deemed to be an invalid and a Blue Badge holder too, I had to undergo major surgery to repair the break, but I still suffer badly. I was due to see an Orthopaedic Consultant on the 01/04, but the appointment was cancelled due to the Pandemic. I have Diabetes Type-2, High Cholesterol and also I suffer with High Blood Pressure! Since the Covid-19 lockdown we have reluctantly stayed at home and only driven to our local Tesco Store once each week, on each occasion we have had to stand in a queue for an hour (1) to an hour & half (1.5) each time! Hopefully you can understand, having broken my Quadriceps Muscle just how difficult it is to stand for lengthy periods? I have attempted to get onto the 'Governments Vulnerable Persons List' without success, by registering and completing an online form which would then enable me to to register with any of the food stores to get delivery slots. I have had no response since filling in the form prior to the Easter break! I have even tried to arrange 'Click & Collect, but again, all without success!

194. I received the NHS letter & I registered on the government site. I have a lung problem. My husband is 72 this year & although very healthy does not want to risk catching the virus & therefore exposing me to it. We live on a narrow boat & isolation is not at all possible. (our one bed is 4 ft wide) We are already on the Tesco online shopping app but have not been able to get a slot. Today, the slots are full till 11 May. I have tried phoning on numerous occasions, just get information , no person to speak to or cut off. My e mail was answered with we are no longer monitoring this site! Today, after reading your article, I tried ringing again, I listened to all the pre recorded information, to be told my call would be answered in 10 minutes, at 7 minutes, I was cut off.

We do have a neighbour who will do our shopping so in that respect feel lucky, however, I feel that I am putting them at risk by asking for this support. We live in a residential marina & the local Tesco does deliver here. To read that Tesco has contacted vulnerable people is a surprise to me as all I

have received is the email from the CEO telling me what a wonderful company they are after implementing all the changes to keep people safe.

195. Further to your report regarding Selfish Shoppers as published today (April 22, 2020) I contacted Tesco to set up an account for delivery . I live in Swansea , 78 yrs old ,suffered a stroke 2 yrs ago , have a pacemaker and am awaiting Ablation procedure for a heart condition , and have asthma . I am in receipt of a letter from the Government advising me to stay at home ...My daughters live in Southampton and Lincoln respectively (both daughters are currently battling breast cancer) and I do not have any other relatives . I contacted Tesco this morning and was refused any help as it was stated that " unless you have a grocery a/c which means you have had past deliveries from us .we cannot help you ") Since the onset of lockdown I have tried unsuccessfully to organise a delivery . This attitude from Tesco is a dereliction of duty if as stated in your report that the supermarkets have lists of vulnerable people as shared by the Government . I therefore have no choice to stay home as advised and run the risk of becoming another statistic on the daily update .

196. We have neighbours, she is 88 and he will be 90 next week, and they have been given a letter to ask them to self isolate for 12 weeks. So they set about trying to get an on line shop. No one would take them on ! We are able to shop for them but they are of a generation that like to be independent and there was a moment when the wife was getting quite upset about the problems they were encountering. What is the point of telling people to self isolate and then denying them access to on line shopping? Why can't these supermarkets put these vulnerable people first and then, if there are any slots left, give them out to other shoppers? To someone not involved with it in any way, it doesn't seem like rocket science. After all those of us not in the vulnerable category, or key workers, can all get to the shops without any problem. They have, finally, after three weeks of worry, been able to gain access to food boxes from M&S and a slot from Tesco. I have been disgusted at the way they have been treated.

197. My sister has just let me know you want to hear from shielded folks re deliveries, I am one of those,being over 70 and have health issues, I was getting deliveries from Tesco until couple weeks into lock down, so thought all was ok and so when the letter came to say to register if you need help i first said i was ok, so guess i want added to the list. then I discovered i couldn't get deliveries as i wasn't on the list, so re registered as needing help, meanwhile after a few discussions on facebook and sending a copy of my letter on messenger they put me on the list and after a few more messenger messages i got a delivery, but when i went to book another there is nothing, so back to messenger, as you cant get through on any number. I was a bit cross as a lady i know seems to be able to find a spot each week and she is not shielded. i was told the regular slots are released at midnight each day or if you have access to priority these are released several times a day, with a. big batch being made available towards the end of the week, I had already explained i was shielded and the fact this lady had told me she got a delivery during the day and the whole day was free, i mentioned maybe someone had released the slots to flexi and not priority, nothing mention re that on the next comment from them. other than keep trying all day long. i then said other supermarkets were treating their priority customers as priority and a friend on asda had been given the same slot for some weeks all she had to do was confirm them, again no comment other than keep trying they do first come first served.and fingers crossed, i then said this was causing so much stress not just for me but all the other shielded customers who cant get priority with Tesco and maybe they should pass my comments to the top person who keeps sending me emails on how well they are helping shielded folks, i then got a more or less copy of the email i received this morning. I have re registered again on gov site, which says every time they will send a food parcel which i never have had, which i don't want due to food allergies then saying in the feed back comments saying please can you add

me to the list, as again its a auto service on the phone so you cant talk to anyone, ive done this in the hope of being able to use one of the other supermarkets and dump Tesco I had one call from nhs couple weeks back, but i said i was fine as I thought as Tesco had added me on to the list i would be able to get a regular order from them, like im sure lots of others I normally have a cleaner every two weeks, due to mobility problems as well as health issues so at the moment i'm having to do bits every day so certainly cant keep my laptop on my lap all day long just looking for a delivery space on.

198. My doctor rang me just as this was all kicking off to say that she had put my name forward to go on the Government list of vulnerable people however I have still not had a letter & I'm not sure why. I have had Type 1 diabetes for 38 years. I did speak to my doctor again and she emailed me one that she had written but I spoke to a guy in Tesco's who said I need the Government one to get a delivery slot. To be honest I got fed up trying to get a normal delivery slot at Tesco's as there was never any available. It is rather annoying that people who are not vulnerable or elderly are hogging the slots whereas I have to go and stand in a long queue to be able to get my shopping!

199. Hello, we have been trying ever since the lockdown started to get a food delivery. My husband and I are 71 and 76, although we are lucky enough to not have any underlying health issues, we are classed as vulnerable by the Government. We have tried all five of the big supermarkets almost daily, we can get nothing ! We have shopped mostly at Sainsbury's and Waitrose for the last 30 yrs. What seems extraordinary is that we see deliveries being made to younger people in our road yet no one seems able to accommodate to bring us one too.

200. My husband (74) is on the extremely vulnerable list. So we're both self isolating. I have been trying to get a slot with Waitrose for weeks now. I've spoken to my local branch (Godalming) and to the head office customer care team. Everyone is very sympathetic but seems unable to help. I've now been told to wait until Friday and if I've still not been contacted by Waitrose by email to ring again. (The email is to confirm that my husband is on the list) They agree that they have the governments lists of extremely vulnerable and are working through them. We are now on day 37 of isolation. They have asked if we previously shopped on line with them and I explained that no, I have always preferred going into the shop myself. We have been shopping at Waitrose Godalming for over 36 years – but this doesn't seem to count! We have been loyal to Waitrose but this has not been reciprocated. I now have an online account but am unable to 'see' any slots. One of my stepdaughters who uses the same Waitrose is able to 'see' slots and book them? I know of numerous people who use online shopping in the locality and are getting slots. A lot of people in our age group have always shopped traditionally - i.e. Going into the shop rather than online and yet now when we need to, we are unable to access this service. At last Fridays government briefing the minister said that the corona virus helpline were contacting people on the list and were able to help getting delivery slots. The cv helpline contacted us last week and I mentioned that the minister said they could help with getting delivery slots – the lady told me that this is mis-information. I've spent a lot of time in the past 37 days online, day and night, checking slots, there is nothing.... We have been fortunate in that we are being helped by both family and neighbours. However, we would prefer to be independent and organise and choose our own shopping. I think that our age group and the vulnerable will be in isolation for a long long time, a year to 18 months.

201. My husband is classed as extremely vulnerable and I am shielding him. He had a letter from the government and I did go online to register him and also with Sainsburys. But Sainsbury's have done nothing to help us apart from the odd email to say they are working at getting more slots available. I cannot stay awake half the night trying desperately to book a slot it's impossible. I think more needs

to be done to sift out the shoppers that are able to shop for them selves and leave slots open for us . Sainsbury's are no help at all and just making our lives more stressful and frightening.

202. I have managed to get some slots from Sainsbury's but they are either late at night or very early in the morning the issue I have is that these slots are costing £5 to delivery, I phoned Sainsbury's about this and they were not very helpful, stating there are many slots available for vulnerable people and it might be easier to buy more, I did say to them that you cannot order fresh vegetables and fruit in bulk and that we were told only order what you need also the slots are difficult as have to keep checking only managed to get find a slot after 11 pm at night.

Wish people that can get to the shops leave the slots for vulnerable people

203. Having just read your article I felt compelled to write to point out those of us who fall between the cracks. My 18 year old daughter a student at Exeter is home isolating with us as she has Cystic Fibrosis. AS a result the whole family is in lockdown, I go out as infrequently as I can to shop for food, about once a week. She needs 150% of the calories of the average person as she can not digest fat. I am also trying to feed her as many fresh foods as possible to build her immune system and she practically lives on milk, but its so hard balancing risk with requirement. Our issue is that we have no letter, her GP is the uni DR in Exeter which has he address as her halls of residence, she has emailed to let them know but gets the standard Covid 19 we are busy will deal with this when it over message. I have filled in the government form online for her but we still have no letter, so even if three were slots for the vulnerable I couldn't prove we were! I myself have asthma so shouldn't really be out but with the queuing to get in and to pay etc its taking hours plus I have to go to more than one supermarket to get everything I need no one has everything we need. I have been trying to go earlyish to avoid crowds but was turned away by Tesco at 8.40 am as I would not be out in time for the 9-10 NHS slot and if nots that its the older and more vulnerable slot, I tried to explain but being the parent of a child with CF cuts no ice. I also rang Tesco but as we have no letter they quite rightly cant just accept my word. They did say if my daughter called they might be able to help but as she is not a regular customer she would not be a priority. I am a regular and even have a Tesco credit card but am not registered vulnerable. It's ludicrous, meanwhile I have to live with the knowledge that every time I go out I am endangering her life. I am sure there must be many more caught in that same blind spot. What makes it worse is I know many people with no one in their household at risk who are getting regular deliveries whilst we are stuck.

204. When we first entered lockdown with the help of my daughter, I applied to Waitrose for an online shopping account. My husband and I are in our 70's and I am 75, and both of us take medication for high blood pressure and he has had heart problems and I have shopped at Waitrose for over 35 years. I successfully got logged on and wrote a shopping list – three weeks ago. I have never been able to obtain a delivery slot despite logging on to Waitrose throughout the day for the last three weeks. I have also tried logging on at midnight a few times as I was told by someone that that is when available slots are shown. Unsuccessfully. My daughter is an NHS midwife and a frontline worker and works shifts and has a husband and two young children so I thought to save her having to do my shopping as well as her own, I would try and get an online account. Unsuccessfully. I believe it is impossible to obtain a slot for a new online customer even though we are in our 70s, and in the vulnerable category and I have been a faithful Waitrose shopper for many years. I believe all their available slots are given to people who have shopped online for a long time unless I am persuaded otherwise! When I log on and check for available spaces I find there are none for at least five weeks in the future. They are either 'unavailable' or 'fully booked'. What is the answer. I have emailed to Waitrose twice about all the above and the first time I emailed I received the standard email about all the difficulties at this particular time and received no reply the second time!!

205. Hi, I am a Daily Mail pensioner, 80 years old. I have been trying to get on Sainsbury's home delivery list but it is impossible.

206. Hi reading your column to-day, My dilemma is that I live in a small area with 5 other houses around me all able people in their 40 and have 2 cars They have delivery every week I can't get a slot I have a form from my Doctor but still I'm having a problem. When you say that you are taking slots from those who need them, They say we get in no problem and they don't give a shit as long as we get our shopping Bloody Snowflakes. I'm 75 yrs old and disabled

207. Whilst both of us are not on the official government list of vulnerable adults, I am 77 and my wife is 73. We are self isolating. We gave up trying to get delivery slots at all major supermarkets having shopped at all of them beforehand. Wellington has the local dairy, the butcher, the greengrocer, the ironmonger, the newsagent the 'cheap-jack' shop, a hotel (this one opened a shop), the chemist most of them having expanded their product range and offering same day free delivery. We take full advantage of this system. Just thought that I could add a note of optimism to a fraught situation

208. I am writing on behalf of my 51 yr.old daughter who has been disabled from birth, who lives on her own and cannot walk without crutches so therefore cannot carry shopping. Tesco have been delivering her 'on line shop' for over a year but now say she is not on the vulnerable list and therefore cannot have priority. I ask, how vulnerable do you have to be to qualify? I help as much as I can but am now well into my 70's and supposed to be self isolating which restricts me from going shopping more than once a week.

209. In response to the article in Money Mail today I am writing to say that I have experienced severe problems booking a delivery slot since before lockdown began. I have stayed up into the early hours of the morning but it is simply pot luck. I have been a long standing online shopper with Tesco for several years with a delivery saver pass. I am most disappointed that they have continued to register new online accounts although all other supermarkets closed theirs. Tesco have given no priority to their existing customer base. I am not on the Government vulnerable list, but have a severe mobility problem and am virtually housebound, age 77. Food delivery is now a great worry.

210. I am a regular on line customer with Tesco but even though I am classed as vulnerable I have not received the necessary letter from NHS letter which your article says I need. I am 84 years old and am asthmatic with other difficult health problems. Neighbours have been very good and brought some shopping in for me but I need to do a proper home delivery.

211. I have read your article today, and had to take part. We are both over 80, and as we all know been told to stay indoors for a 12 week period. Due to ill health last year, we decided to shop on line, every week an order from Tesco. When the panic buying started in March, I couldn't understand the logic, and was only able to obtain a slot three weeks in advance for Easter. That was the end of online shopping for us. We have tried and tried to obtain slots, for a couple of weeks we were able to obtain a slot with Iceland but now that has dried up. It seems although we are in our ninth decade, and with various ailments, we do not qualify for the Government's scheme stated as 'vulnerable'. We would like an explanation of this. We don't want free food boxes, just the right to buy our food on line as previously. The Government's website is curtailed to certain conditions, ours not included so therefore we are not vulnerable. It boils down to one thing lack of preparation by the Government for a pandemic, and secondly as old people we don't matter any more. We have bought masks on line, and due to needing shopping we have had to 'don' these and go to the local shop or supermarket. Supermarkets need to be brought to book, an easy question to ask on

the website is 'are you vulnerable' if so let us know details and we will accommodate you. I have been in touch with Tesco by 'phone makes no difference, filled in a form for Iceland who have replied 'do you still want attention' but nothing else. Family live a car journey away, and are not supposed to visit, but for my daughter spending hours on line to get us a slot we otherwise would have been in a difficult situation, and my son breaking the rules to deliver some essentials.

212. Have just read your article, and felt that I must add my voice to the list of angry and frustrated vulnerable/old people who can't get a delivery! As soon as the letter arrived, I registered my Husband's details, hoping that this would end several frustrating weeks of trying, and failing, to get a delivery slot. Just to explain, my Husband started chemo-therapy treatment last November, and we made the decision to self isolate as we knew he would be very vulnerable to infection, and we wanted to keep him as safe as possible. To begin with, I went shopping once a week, either at Sainsburys or Waitrose, and this worked well. Once the 'lock down' was in place I began trying to get a delivery from both stores (I have cards for both, so they know I am a customer) but my request is refused, as they say I am not 'on the list'. I am not sure if there is some confusion because my husband is the one who is registered, but my name is on the email account? Who knows what their logic is! However, surely, as a 76 year old, I qualify for help too. In the meantime, we have a wonderful (elderly) neighbour who is keeping us going with essentials, but I do feel guilty asking her to spend extra time in the shops, and putting herself at risk. Life is different for all of us at the moment, although we try to remain optimistic and cheerful, and my beloved Husband keeps well. Nevertheless, it would be great to make an order, and have food delivered without being a burden on others!

213. It was with interest I read the article selfish shoppers stealing delivery lifelines, I live in Milton Keynes, and I am one of the many who has had a letter saying no face to face contact at all and to self isolate for minimum 12 weeks well I already been in doors for 4weeks before I got a letter from the NHS, so now it will be 16 weeks the wife is over 70 and gets the flu jab, so neither of us can go out, my main shop we normally use is Asda I tried to phone my local store but nobody answers the phone tried ringing the main number got directed to the Web luckily I am comfortable with technology and the Web, but again no use used the online contact form but nothing. I tried to book a slot for delivery all taken, this was at the start of my lockdown this was 4 weeks back I waited up through the night to keep checking if I could get a slot which I managed but it was a 4 week wait but had to have the food items so took the slot, I placed my order only to find on the delivery day half the items I had ordered were no longer available or items were replaced example I wanted fresh chives but was given parsley, I ordered red leicester but given cheddar but looking on the site they had red leicester on the shelves. Fresh apples in plastic bag two were bad, I could go on, that order was nearly a £100 as it was more than a 4 week shop, I went back online again late at night and managed to get a slot but again have to wait 3 weeks, I have written to Asda my local store and main office telling them the situation no replay, have tried messaging through the website nothing, can't get an answer on the phone automated voice so don't know what to do, should we go out shopping but I am a high risk patient then you say Asda have written to 70,000 vulnerable customers well not me, I haven't heard anything from them at all, so what am I suppose to do now.

214. I am a vulnerable person with a variety of medical conditions and I received notification that I should stay indoors. I am 81 years old and my main illness is chronic heart failure. I have tried with three different big stores for home delivery and failed on each. I paid Morrisons £35 on the 23/03/20 for deliveries yet they will not give me a slot. I have requested that they return my £35 and all I get is we don't answer e-mails.

215. I am 89 & have lived in a residential home in Wiltshire for the last five years. Previously I shopped at Sainsburys in Truro, Cornwall for 28 years. I have shopped in Chippenham EVERY Saturday for the last FIVE years until March 23rd from when we were no longer driven by the Concierge & had no means to get any food. I have tried EVERY day to obtain a slot on-line but to no avail. Many residents have been on-line for the last FIVE years & can continue to do so at least once per week. Some kindly add some essentials for me. People with cars go off site to queue & shop. It is so unfair. Sainsburys have total control & could request that customers shop every ten or fourteen days to relinquish more slots for their loyal shoppers like me I am quite desperate & spending far too much of my time on the computer. I am grateful to the Daily Mail for bringing this to light & perhaps it may persuade the greedy people to think of others. I hope so. 216. I am 74 years old, live on my own in a rural location with no family. I can't get a delivery slot, so I have no choice but to go out to shop. I have shopped at Sainsburys for years, but no help from them.

217. Dear Sir/Madam, with reference to the article on today's Money Mail page I certainly have a lot of concerns. I'm 76 and my wife 74 years of age. My wife has suffered with the condition of CFS/ME for 20 plus years and consequently her immune system is compromised. Exercise is impossible and therefore her physical condition has consequently suffered, and is house bound frequently. She does not have a letter from her Doctor as the NHS does not treat CFS/ME and they offer no help whatsoever. Over the years we have shopped with Tesco and Sainsbury's, mainly in store but occasionally on line. I have had 2 Nectar cards but have declined to register them when I was required to answer very intrusive questions. My online shopping is not recent enough for me to be accepted for a slot and without the Nectar card we have no shopping history in store. Tesco have declined us a slot even though we have shopping history with the loyalty card, claiming our on line usage is not recent enough. I am fit enough for shopping and healthy for my age and with the current restrictions in place I feel reasonably safe although very apprehensive that I may become a carrier to take the virus home. I am extremely concerned as are many in my age group that when lock down is eased we will become much more vulnerable shopping and will stay so until protected by vaccination or a medical treatment for the virus is found. Therefore I now accept that I will have to use Click and Collect or Home delivery for many months to come, my only hope is that such slots are increased to improve availability.

218. Since the self isolation has been in force I have been trying with no success to get a delivery slot from ANY of the high street supermarkets. I have tried at every hour of the day and night but have failed to get a slot. Before this Covid19 I had a regular weekly delivery from Sainsburys as I find grocery shopping difficult with my disability. It is an impossible situation. I am disabled and am unable to walk very far and my husband is a vulnerable person and we have a letter from the NHS to say he is vulnerable with low immune system. I have also tried Click & Collect from all the supermarkets too but this is also impossible. Hope you can help with this situation which must affect many elderly people. I know the supermarkets are under a great deal of pressure "feeding the nation" but I am sure it can be made better for people in the same situation as myself. We were very grateful for your vouchers for free delivery of newspapers and its delivery is now the highlight of the day in these awful times.

219. I am writing to tell you that I cannot get a delivery from my local Sainsburys at Tunbridge Wells. I am an extremely vulnerable person, have had a letter from my GP to say I should stay in for 12 weeks. I have registered twice with the government website but it does not appear on their list. I spent 45 minutes waiting to speak to a Sainsbury adviser to be told they had no record of me so could not allow me to set up an account with them. I am in despair!

220. I have just contacted Tesco's on the number given in the Daily Mail this morning as my wife is classed as extremely vulnerable. My wife has a Tesco account and has had the letter from the Government but it appears Tesco has not matched the databases as my wife has not received a confirmation email from them. The lady at Tesco who answered my call couldn't help just saying that it might be that we have already registered with another supermarket. We are registered with Sainsburys but as we are having limited success in booking a slot using both Tesco and Sainsburys websites I can see no reason for not being able to register with Tesco as well. We are managing to get slots using both Supermarkets websites but it takes a lot of time online at all times of the day and night. I am reasonably IT proficient and spend a lot of time using my iPad and iPhone so I really feel for all of the vulnerable people out there that are not IT savvy and are struggling to get food delivered.

221. I received an e-mail from Asda offering to deliver groceries. I am 83, diabetic with significant heart problems and have just recovered from pneumonia, leaving me with weak lungs made weaker by asthma. Not being very computer savvy I lost the e-mail by deleting it then deleting again from the 'deleted' file. I have tried phoning and e-mailing but cannot get a message to Asda. I would like them to re-send their original e-mail.

222. Both myself and husband are in the vulnerable category, have NHS letters but we cannot get a slot with Sainsbury or Morrison's, despite many attempts. We are both over 70 and both cancer patients, my husband still having treatment for his bladder cancer. I attend out patients for oesophagus cancer after having operation January 2019. I did phone the number on the NHS letter but as I replied that we could get shopping etc perhaps this is why we can't get a delivery slot? Fortunately between local shops which deliver and a neighbour, who can get delivery slot, we are coping well but the situation is not the best.

223. As a housebound eighty year old I have for years depended entirely on Tesco for weekly deliveries. I am a member of the delivery saver plan which gives me free midweek slots. That is until March when we were unable to get slots. I received my letter from the Government confirming that I am on the Shielded List. I managed to phone Tesco and they were very helpful and confirmed that I could get weekly slots but I had to keep checking their availability. Sadly the first delivery I can book is 13th May followed by 19th May. What we are supposed to do till then has not been explained to us.

224. My parents who are 89 and 91 live near Bideford, Devon and have had a weekly food delivery every Wednesday for the last 2 to 3 years. They have had problems getting a delivery slot, having had to wait several weeks. It has been very stressful for them as we do not live nearby.

225. One of the unfortunate affects of the government sending out the Vulnerable People list to supermarkets is that some of these people are approaching more than one supermarket. One of our neighbours is receiving orders from their long standing supplier (Waitrose) and has been offered - and is receiving - regularly weekly delivery slots from ASDA. I have been a customer with Tesco for 30 years at least spending £60 pw. I cannot get a delivery slot. When I telephoned, I got a

machine message saying they were busy and then they hang up. I am 74 year old diabetic with blood pressure, and my husband of 80 has cancer. I have waited for 15 - 20 minutes to enter the Morrisons website on several occasions, but when I actually got through to the ordering page No Delivery Slots were available. The wonderful Sainsburys came to the rescue

226. My husband is 70 and I am considered vulnerable because of the medication I am taking for Rheumatoid Arthritis so therefore we have been self isolating for nearly five weeks as was advised by the government. I have never shopped on line before as it has never appealed to me and once this crisis is over I hope I never have to do it again !!!!! it has been painful and so frustrating that I have lost the will !!!!! It has been impossible to get a slot and trust me I have tried. I know that there are people who are in a much more vulnerable position than ourselves and I would never want to take priority over them but I am having to rely on family to do my shopping for me and then get it to me (and seeing as the government have asked us do as much unnecessary travel as possible It kind of defeats the object, and now I feel I have become a burden to them. Another point is that the selfish shoppers appear to continue stockpiling as there are still shortages of flour ,eggs, rice. pasta etc etc We have all seen those video's of our frontline heroes not being able to get their shopping especially in the first weeks but did it stop these selfish shoppers ? no it did not and they are going on to be selfish because that's the type of people they are.

227. Thank you for today's article about delivery lifelines. I have tried on line to book a slot daily, with a variety of stores, without success. As a vulnerable person and with the information you gave today I have achieved my first order since lockdown. Morrisons took all of 3 mins to answer and 2 mins to complete the order. WHAT A RELIEF> Fresh food for the first time in 4 weeks.

228. I am responding to your article in today's Daily Mail about online shopping. My wife and I are both 74. She has a heart problem (in fact I dropped her off at the hospital this morning for another angiogram) and I have had pneumonia twice. Yet, these conditions are not classified by the Government as vulnerable. When we went into lockdown (late March) I tried to do online shopping for the first time. I started with Tesco because we must have been with them for 15+ years but when I first tried to register, I duly put in my 16 digit clubcard details which was rejected because (as I have later realised) the email address didn't match the clubcard. Initially, I tried ringing them but that was unsuccessful. I later realised that when I started shopping with them, I had an email address with Tiscali which was subsequently taken over by TalkTalk but I have since moved to BT. Therefore, I opened a totally new account as a new customer. Since that date in March, I have tried at least two/three a day to get a delivery slot and as of today, there has never been one. I have wanted to vent my annoyance for some time but as you kindly posted your email address in the paper today, here I am. I have tried to get online accounts with Sainsbury, Ocado, Waitrose and Asda as well but to no avail, I cannot even register. I have however, managed to get one delivery from Iceland which was excellent and one delivery from Morrisons which was not so good. Why is it, an item shown initially on the screen is available, added to my trolley but then not delivered because out of stock. Approximately, a quarter of the items were 'missing' and another quarter 'substituted'. We have a friend who does a bit of shopping for us but she also helps a 97 year old, also helps a tenant in a property she has, plus us and herself. Because of that, we don't like to put too many things on the list. Our son also helps with shopping. He goes to Tesco for us but again not everything is in stock. We would rather do our own shopping but we are observing the lockdown rules. My biggest disappointment and annoyance in all this is Tesco. I can very much appreciate the difficulty everyone is having but for a loyal customer (I also use Tesco for petrol too) never to get an online delivery slot is annoying. If it wasn't for our son (and daughter in law) plus our good friend, we would have needed

to go out shopping ourselves. But we feel bad relying on others for something we could do ourselves. Indeed, being retired, we quite like going to the shops.

229. I read in today's mail about the problem of online delivery slots for the elderly and vulnerable and would like to add my comments. I am 77 and my wife 74. We are / were regular customers of our local Waitrose and Tesco and are long term members of their loyalty cards. Just prior to the lockdown we managed to get a Waitrose slot, but have not been able to since!! Neither can we get a Tesco slot. Both supermarkets say that they prioritise the elderly and vulnerable. We have three relations who have received the Government vulnerable person letter. The supermarkets say they are contacting those vulnerable people who are members of their loyalty schemes. Not one of the 3 have received anything from any supermarket despite being loyalty members. One our daughter has Crohn's disease , one brother-in-law 76 had COPD and the other 80 with diabetes and heart problems. Nothing from any supermarket!!! Our son-in-law is now shopping for us together with shopping for his own family and is having problems with other customers who keep complaining his is buying too much and being accused of stockpiling !!! In my opinion it appears to me that right from the beginning the supermarkets did nothing to stop panic buying until too late and just thought about their own profits with no thought for anyone. They are now putting out press releases about how much they are trying to help the vulnerable and Key Workers which are in reality no more than a PR exercise. Let us hope that those who have switched to the local shops remain with them when this is all over. Disgusted with Supermarkets!!!

230. I am an ex John Lewis partner and retired age 73 this year and recently lost my partner of 55 years. I am not included in the 1.5 Million risk people but I have underlying illness ie. Diabetes/heart by pass operation some years ago. I am fairly fit but I do not want to visit my large Waitrose store because of risk. I have been waiting 6 Weeks for a slot if I email Customer Services I get the set reply which doesn't help. Fortunately I have managed to get some Tesco delivery's which has helped. The problem is greedy people booked many slots in advance they should have been cancelled!

231. I will be 84 years of age in August and have had treatment for Prostate cancer and also am taking medication for Arrhythmia. I have not received any letters or E.mails from the NHS. Despite being registered with 2 Supermarkets for about a month have so been unable to secure a slot.

232. I have osteo arthritis and osteoporosis and since suffering spinal fractures some years ago have done a monthly on line order from Tesco for some years now. Now I can't get a slot and have to queue outside the store to get in on one of ther vulnerable shopping times. This is a very painful experience which I am due to experience again next week. I live alone and am in my early eighties, fortunately there are volunteers who will get odd bits and pieces such as bread and milk and collect prescriptions etc. but the monthly shop is expensive so how would I pay them? I am not giving them my card. Besides I don't want to be a burden.

233. I am a 72 widower and registered with Sainsbury's on 28th March giving my nectar card details etc. On 5th April I received an automated telephone message to say I had been accepted and that it would take a couple of days and I can then register for a home delivery. 16 days later it still says I am not an elderly or vulnerable person and will not allow me to register. I emailed them 10th April and advised them of my problem, with no response.

234. Here follows a copy of a letter I have today delivered to the Manager of our local Waitrose supermarket. We are certain if a local Executive Manager had sufficient motivation and power these problems, with the help of the community, could be resolved.

Kind Regards

The Branch Manager

Waitrose

Old Mill Square

STORRINGTON

RH20 4NQ

21st April 2020

Dear Sir/Madam,

My Waitrose Card details removed for security reasons Storrington branch failing to help resolve complaint other than referral once again to a Customer Service failing to deal effective with email correspondence instead of taking the matter up on our behalf and that of the store.

Good evening.

You will be aware from our Waitrose card that we are regular shoppers at your Storrington store and over the years have spent a considerable sum of money with you.

We have in the past given very favourable reviews on the friendliness of staff and how helpful they can be. The standards of stock rotation, food quality and cleanliness are outstanding

Congratulations to the member of your staff who was collecting trolleys in the car park and from a safe social distance. She listened to our grievance and passed it onwards. This to us was an excellent example of team responsibility within the area of quality control.

We have made complaint in store to staff we have known, and who know us, about our difficulty as older people it getting a delivery slot. Vic is 80 years of age and Margaret a few years younger!

We have explained that several representations have been made to customer services as Head Office and each time we only get a standard letter in response that does not resolve our issue in getting a delivery slot having regard to our age.

We are convinced that if adequate control was given to local management there would be ways and means by which Storrington branch and the local community could fulfil local orders.

Maybe the proportion of local trade to that from a wider area is insufficient to encourage greater involvement of branch resources to resolve difficult problems. For our part we will bear this in mind

in commenting on any future planning applications for changes to the Storrington store.

Sadly the superb work of all the Storrington Waitrose team will be lost as we remember their failure in time of need. It is not sufficient as you have done to refer us by a message left on voicemail to a Head Office customer service that has failed to resolve matters. Even this morning the website was offline for technical reasons when we tried to see if there might be an available delivery slot.

We would respectfully suggest , as local customers, that the only way to restore our loyalty to Waitrose would be for a special discount card to recognise the failure to help us when we are in need.

As a footnote we append a copy of our comments to a local internet group on the services offered by Tesco to elderly customers in comparison with our Waitrose and Sainsbury experiences.

Yours sincerely,

SUPERMARKET DELIVERY OR COLLECTION SERVICES FOR THE ELDERLY

Firtly, thanks for the kind offers of local help to provide essential shopping. One in particular came from a mother with young children who was prepared to put herself and her family at risk to help us. The risks of infection at our local Waitrose are equal for us or our kind volunteer .

Risks have been reduced as Waitrose are now strictly controlling the numbers of people entering the store, cleaning trolley handles for each customer, and ensuring strict social distancing in outside queues and inside the store too.

We agree the clinical infection might be much more serious for older people. The consequences of any infection could be more devastating for those with a young family than those ,so to speak, in their twilight hours.

Some people may be shy to request another person to collect essential items of a personal nature This , and maintaining independence, may be a factor to consider in determining whether a priority service is needed.

We, and others have failed to secure a delivery or click and collect service from Waitrose or Sainsbury. Waitrose fail to support their regular users of their Storrington supermarket that have their purchase records in Loyalty Card readouts. Waitrose only respond to emails by stock letters that do not address the problem. Sainsbury have texted to confirm priority status but so far this has not materialised in the ability to secure a delivery or collection.

Many hours of failed attempts at all hours finally secured a delivery from Tesco but we could not get a slot for a follow up delivery. We therefore did not cancel a click and collect order we had placed many weeks before a last minute delivery option . Excellent click and collect service with absolutely no contact with staff who did everything from friendly but strictly imposed social distancing.

To help us obtain our next delivery slot we used the number 0800 917 7359 and was able to register as elderly and given priority status. This will become operative in 24 hrs time,

We understand the priority service means you have a time slot framework of one day and we will be given a text message one hour before the actual delivery time.

You will be interrogated on if you have family or local support and our negative response was given having regard to the initial paragraphs of this note.

We are holders of a Platinum Tesco credit card and also have a Clubcard and it may be this, plus our previous order, may have been taken into account in registering us for the priority service.

Will be interested to see if “newbies” using this number have a better experience with Tesco than we had with Sainsbury!

235. I am a widow, 78yrs old, without a car and I live alone in a bungalow in York.

I have been a customer of Tesco for 5 years since I moved here after the death of my ?Husband. We were also customers of theirs at their shop in Berwick for 10 years prior to my Husbands death. I also have osteopirosis so concerned about falling if I carry a lot of shopping

It was always easy to book a slot prior to the virus, however it would appear everybody seems to be using the service now. It took me over 4 weeks of constantly checking to get a slot. I had phoned their help line and was told the slots were released at midnight each day. I sat up two nights until well after midnight, nearer 1pm and nothing was released.

I was very annoyed when my next door neighbour , similar age to me told me he had got a slot in a week!

He lives alone, has a car and never shops at Tesco, he uses Aldi all the time as he believes they are much cheaper. I think Tesco should have shown some loyalty to their long term customers rather than just grab who they could. My neighbours only health problem is a replacement knee, which is exactly what I have too.

I haven't had a letter from the NHS so I do not know how he could get one.

236. Hopeless. Tried so many times. Perhaps the supermarkets should stop people from ordering online unless they are identified as vulnerable.

237. I have a letter from my doctor putting me on the extremely vulnerable list. I have registered with Gov.uk but I still cannot get a delivery slot at Sainsburys. It just keeps saying I am not on their list. This is very frustrating as I would normally use Sainsburys for my weekly shop.

238. My wife and I are in our late eighties and I am classified by the NHS as 'highly vulnerable'. For some unknown reason I was not shown on the NHS list but, after completing their form online and contacting my GP's surgery, I received a letter from my GP dated 3rd inst., stating that I was now registered. I had applied to go on the Tesco Home Delivery service some days before the total lockdown but, during all this time, I had not been able to get a slot and had to rely on some very kind people to get our shopping for us. Following the advice in today's Money Mail I phoned Tesco on the 0800 number and was told via a recorded message that they were extremely busy and would aim to answer my call in 10 minutes. Lo and behold in almost exactly 10 minutes my call was answered by a very helpful gentleman who, after asking for some details to identify myself, told me that I was not on their NHS list. However, he told me that I would be added to the list immediately and that the priority slots would be available to me after 24 hours. Congratulations to Money Mail as I have tried to contact Tesco for some considerable time without any result and, hopefully, we can now look forward to using the home delivery service.

239. My husband and I have both had letters and are on the Gov shielding register. In spite of this I struggled to get a slot for 3 weeks and assumed it was because I lived in Wales and initially Gov letters were only sent out to people living in England. Most unfair! Wales did wake up eventually. Supermarket accounts were registered in my name. My husband received his shielding letter first so

I thought I'd change the name on the account just to give it a try. Hey Presto - within 24 hours I got a slot for the following day and another slot for a weeks time. So to anyone struggling for a slot it's worth a try. Good Luck.

240. I've only managed once to get a delivery slot, and that was with Iceland. My daughter has managed to get slots with Asda (once) and Tesco (twice) and so I was able to piggyback on her order. I am 79 with chronic heart failure, my wife is 74 with blood pressure (no surprise) but we are both classed as "moderate risks" according to the NHS text sent to us last week.. so if this is the standard used by the Supermarkets, I have no chance of a slot....won't hold my breath, but will keep on trying. Sainsbury's were not opening new on line accounts last time I tried and I have been a loyal Tesco customer for donkeys years (Tesco Mastercard and Clubcard) but it obviously makes no difference. There are many more people less fortunate than I..and a lot of elderly people have no access to Internet or family to help..so I hope local groups are helping them.

241. I am isolating with my 90 year old mum. She isn't on the vulnerable list, and I feel age should be. We have to rely on my son driving over 100 mile round trip to bring us food once a week.

242. I am in the highly vulnerable category and I opened an online account with Tesco's. I have, so far, been unable to get any type of delivery slot. When I phoned to query this, explaining that I was registered on the government vulnerable category, I was told that they were only looking at the list for people who had accounts up to 6th April, I opened my account on 7th April, so I don't qualify! I, fortunately, have good neighbors but would dearly love to do my own shopping online. Help!!

243. We have in the past had home delivery's with Tesco and Waitrose not on a regular basis, since lockdown we have not been able to get a slot for weekly shop. Have also tried to book and collect it's a waste of time. We are 80 and 81 years old.

244. I live 500 miles away from my 86 old mother who lives on her own and is currently self isolating. I've registered her on the government website as a vulnerable person, she has COPD and heart failure. I created an online account with Tesco's a couple of years ago and do regular online shops for her. Since the pandemic along with thousands of others I have not been able to book a delivery slot, despite staying up till midnight every night to try and get the newly released slots. I really think the supermarkets have done very little to control these bookings and prioritise those that really need them. I'm desperate to get some groceries to my elderly mother as she has no one nearby who can assist her. Tesco is the worst culprit. It's also impossible to get through to their customer service .

245. Just read your item in Money Mail on 22.04.2020 about home deliveries for vulnerable persons. I phoned Sainsbury's, with whom we have had home deliveries for the past 3 years on the phone number you printed on page 35 for that day. I have a letter from NHS as a vulnerable person When I phoned I was thrown out with no apologies

246. Hello, yes as identified vulnerable with an extremely vulnerable partner, it is nigh on impossible to get a slot with any of the supermarkets. I have been fortunate once or twice, but since my problem with Morrison's home delivery, I am averse from using the service. Morrison's took payment of £109.97 from my bank account, but no order was delivered! This has depleted my account I use for online purchases, which I can ill afford. For three weeks I have attempted to contact them for a refund, I finally got a multi-functional e-mail, they will be in touch? Not a personal e-mail, so no mention of a refund.

247. I have given up on Sainsburys, Waitrose and Ocado. The only one I have been able to book a delivery is Asda who I never shopped with before unlike the others. I am 73 live alone with no family nearby also I don't drive anymore as I have arthritis in my neck. Waitrose which is 8miles away said do a click and collect as I don't come in the vulnerable bracket. Able and Cole have been my life saver but so expensive.

248. My daughter who is on the Government at Risk list and lives alone. Had a letter from them to register her and they would help get delivery shop. She waited for someone to contact her. No one did and it is nearly 3 weeks. She had to go out to shop each week, which was very stressful to say the least. On seeing your article today I photographed it and emailed it to her. She phoned the Sainsbury's number in your paper, which is a different number she had been given. Within 10 minutes of contacting them she has been put on there priory list. Oh what a relief, she now can get her food delivered. She also had organised her medicines to be delivered too. We could not get her food as she lives 25 miles from us and we are both over 70 so told we must stay in.

249. On 24th March I received a letter from the NHS stating that I have been identified as someone at risk of severe illness if I catch Covid 19. Since then I have tried to arrange home delivery of food from Sainsbury's, all to no avail. In the Daily Mail 22nd April, it quotes a telephone number for home deliveries from Sainsbury's. After a wait of 30 minutes I am told that the Government has decided that I can only have a delivery from Iceland as per Government instructions. Iceland's store in Hoddesdon is quite small and so does not stock what I would normally order from Sainsbury's. I am a regular customer at Sainsbury's and have a Nectar card.

250. I received an 'automated' phone call from Sainsbury's telling us that we now had 'Priority' and could have one slot a week. Yeh! That's great, but I can't log on!

251. My Husband is on the Vulnerable Government list and was invited to contact the Government site if he needed help with shopping. At this time we had support from the local shop and thought we would still continue to try and get the Supermarkets to deliver. We could not get a slot for love or money. THE KEY to getting a slot is to register on the Government site as you mention and they will let the supermarkets know we need help and the supermarkets then Email you and invite you to register with them. We did this it took just 3DAYS and bingo Sainsburys where first, we went on line on Monday and I received my delivery yesterday. The letter from the Government does not make this clear and we struggled for a month.

252. We are both over 75 my husband is shielded because of his Myeloma (bone and blood cancer) we have all the papers from GP and Government. We have spent a an inordinate amount of time to trying to get deliveries from Tesc, Sainsbury's, Waitrose ASDA Morrison's and Ocado It is hopeless. By comparison I contacted the NHS volunteers to get medication within an hour it was delivered , collected from Tesco

253. Your headline "Selfish Shoppers stealing delivery lifelines" is quite right" My Husband received an NHS letter dated 21st March I immediately registered his name on the Government website. That's been a complete waste of time! I have been unable to get a delivery slot with any Supermarket. I did eventually get through to Sainsbury's helpline only to be told his name wasn't on their list. We have shopped weekly with Sainsbury's for years and have Nectar Cards. I've created accounts with the stores and I check for online slots daily. I have been going out once a week to our nearest Waitrose Store for the elderley shopping hour. I think its a complete shambles.

254. MORNING... Sainsbury's talks much about helping the extremely vulnerable but fails to deliver. At least that's our experience. My wife has complex medical issues including a compromised immune system. She is on the NHS shielded list. Four weeks ago we completed the Sainsbury's online registration for priority food deliver slots. Since then we have received two texts telling us they would be in touch within two days, spent hours on the phone seeking help and emailed CEO Mike Coupe direct asking for his intervention. That's was on April 14 when an auto reply said they would be 'in touch shortly'. Result? Nothing. By contrast Teco this week emailed offering us priority slots - even though we had not registered with them. They had received the NHS list along with all the other supermarkets. We are not starving and have managed to get food though not through any priority list. Hopefully, our experience of Sainsbury's is not typical although it does beg questions.

255. Your above article really rang a bell with me. I am 73 and my husband is 77 although we haven't had an NHS letter my husband does have a few issues which are controlled by tablets and we both qualify as elderly. I have a limited knowledge of the internet. At the beginning of this lockdown I did try to do my food shopping on line but after trying many times to get a slot with several supermarkets I just gave up and was forced to go out to the shops. The first week it was chaos with people fighting for toilet rolls and kitchen rolls pushing you out of the way and lots of empty shelves but in the last few weeks things have got a lot better. I can now go to the elderly hour and more food that you want and need is coming back on the shelves with proper spacing of customers. So I now go out with my mask & gloves and can usually get enough to keep gone. I am not totally comfortable with the situation but this is fine for now as we are both ok but I am worried about what would happen if one of us got covid 19 and we had to completely isolate. We have no family or friends who can help us. Our friends are all in the same boat and can't get any slots.

256. I have been unable to get a delivery slot from Tesco online for 3 weeks. I have a letter from my doctor saying I am vulnerable . I am over 70 and have an underlying condition. My husband looks after me but has risked his health going to the local store Tesco store. There doesn't seem any way of getting these details to Tesco.

257. I am a 75 yr old trying to abide by the Government directive to stay at home. I have never shopped online until the Coronavirus hit us. Tesco has always been my preferred supermarket but apart from an initial slot I have been unable to obtain another. I have sat up until gone midnight, for four nights in a row, in an online shopping queue only to find when the page refreshed there were no slots available. If the Government want over 70's to stay home supermarkets must make more provision for them to shop online.

258. I have received a letter from the NHS stating that I am in the extremely vulnerable category. I have also received a letter from the department of Health and Social Care stating the same. For the past three weeks I have been trying to get registered with Sainsburys who are refusing to add new registrations even those in the extremely vulnerable category. I have rung them on the tel no 0800 636 262 and received the same answer. If I am registered then at least I could try for a slot even for click and collect but to no avail. It is a shame that neither sainsburys or waitrose (who was also contacted) have no priority slots for persons like me . What is the point of being categorised but unable to use it to be able to get the groceries by ourselves instead of asking for assistance which would be needed by some other needy individual.

259. In response to Amelia Murray's article, in today's Money Mail, I would like to express my frustration at not being able to acquire a home delivery slot or a Click & Collect slot from Tesco. My wife and I are both in our seventies. I also, as a leg amputee, am registered disabled. I wore a prosthetic limb for more than thirty years but for the last twenty years I have been using elbow

crutches to get around. This means that I am unable to carry a basket or push a shopping trolley. About three weeks ago I tried to get a delivery slot but was unsuccessful. I did, however, manage to get a click & collect slot which I accepted. On Tuesday of this week, I drove to a Tesco store, not my local store, to collect the order. This worked really well. I did not have to get out of the car as the order was put into the car by a Tesco member of staff. The frustration is that I too have spent many hours on line trying to get to get a home delivery slot or another click & collect slot. The slot dates are updated at midnight but as soon as they appear they are shown as unavailable. I do not understand how this happens. I contacted my GP surgery to see if they could help. They said that they would check my medical records and respond. I subsequently received a long letter which listed the government's criteria (which I already knew) and advising me that I did not qualify. It seems that the supermarkets are relying, totally, on the list of vulnerable people issued by the government. The government, however, seem to have forgotten about people, like me, with serious mobility problems. If you call Tesco, the service is automated and they simply tell you that new slots will become available on line. I just wish that I could explain my situation to someone in person. That may not result in me being given a slot but at least I would know that I had done all that I could to secure one.

260. I am a vulnerable person who has a letter to tell me to shield and not leave the house. I live with my wife who has many ailments including COPD but has not received a letter BUT is in poor health so neither of us is venturing out of the house, we are both in our 70's. We used to be good customers of Ocado but seem to have fallen off their radar and are impossible to get hold of. So I rang the No of Sainsbury's which you listed in the paper today but it is not a dedicated line for people with an NHS letter and was left hanging on for ages and finally gave up. CAN YOU HELP US PLEASE. Any super market with home delivery will do but Sainsbury's the nearest.

261. My wife and myself are both over 70 we daily try to get delivery from Tesco and Waitrose, Sainsbury's Will not let us register, all these stores have delivery vans in our village on a daily basis, they are not delivering to the vulnerable can you help please.

262. I am aged 83, in self isolation and live alone with no close relatives. I find it so difficult to book a slot for delivery of food. I use Tesco and it can be up to three weeks to get a slot. There is no way to indicate that you are in a vulnerable group, you just have to try along with everybody to get a delivery slot. I don't want especial treatment, but would like some priority.

263. According to everything we have heard, at the start of this crisis, my wife and I are both deemed vulnerable. My wife has M.S and I have had 2 heart attacks and a triple bypass plus we are both over 70 years of age. To date we have not received the all important NHS LETTER, which will give us access to obtain home delivery shopping. We have coped so far, but are now at a stage where we are desperate and feeling totally forgotten. To add to our frustration we read in the 'mail' this morning that several supermarkets have contacted approx. 1 million people regarding home deliveries.

264. Having been an online customer with Sainsbury's for years, I am now identified as self isolating and shielded due to a health condition. They would email me with booking times, then it stopped, I now have to check to see if it is open. I can't book below £25 pounds otherwise they won't accept my order, and if I order less than £40 pounds I have to pay seven pounds delivery. I notice other stores have waived this. I am alone since my husband died last year after 67 years. I notice other stores have waived these conditions. Shame on you Sainsbury's.

265. My husband is over 70 and I am 66 with asthma which is severe at the moment so we dare not

go to the shop. I waited up til midnight for several nights and finally got one for Tesco three weeks ahead (this Saturday) I can't however get another one even for click and collect as we could drive there. We are obviously not on the Governments list which I completely understand is for those in dire need but we do need supplies. I now have to start sitting up at night again. Sainsbury's and Waitrose are not even accepting new accounts. Asda is also booked way ahead. I too am infuriated by all the fit young people selfishly taking the slots.

266. I was very pleased to read about deliveries. I have found it impossible to get a slot for five weeks until yesterday. When hooray, Sainsbury's delivered. My husband is 85 and me 77 although not considered incapable of doing our shopping as we have always done before the lockdown. Feel that we as many other oldies should be given priority delivery slots. Thanks for drawing attention to this.

267. I have found it almost impossible to get food deliveries. I am 77 years old, have asthma, no family within 4 hours drive and have a broken wrist. I do not appear on a doctors list but I am, at the moment, in more difficulty than those who are on those lists.

268. My wife and I are both 72 and as such are placed in the 'vulnerable' category by the Government and instructed stay at home. We have not received an NHS letter, presumably because we are both (thankfully) healthy. Consequently we have not been offered priority on line delivery slots. We have to get on line very early in the morning to find a delivery slot which is getting increasingly difficult. This is at odds with the 'stay at home' command. Someone needs to sort out this conflict of policy.

269. My wife has regularly use Tesco for home deliveries the last being some three or four weeks ago. Since then there have been no slots available. I also have an account with Tesco and likewise I cannot obtain a slot in my name. Wed are both in our late seventies and have been locked down for some time. I have terminal bowel cancer and have been identified as someone at risk by the NHS. I am undergoing Chemotherapy treatment, and will be so for the foreseeable future, at Castle Hill Hospital in Cottingham. Each day we check for slots on the Tesco website to no avail. We have attempted to contact Tesco without success. As far as we can tell Tesco have abandoned us. We would just like to be able to have some kind of priority in obtaining a slot. I am trying to give myself a good chance to survive my cancer for as long as possible and my wife and I will not take any risks by breaking the lockdown and entering any shops.

270. I am an 81 yearold with COPDand non HodgkinsonLymphoma I have been trying to get adelivery from Sainsburys whoI have shopped wth ever since their local store opened about 35-40 years ago, before that in the 60s I lived inBristol and shopped with them when my children were small

271. My wife and I are 75 and 76 years old and trying to isolate. We have been Tesco customers all our married life, we are club members and we bank with Tesco. We have always gone to the shop and never used online groceries, so I find it rather annoying that they deliver to our street 4 or 5 times a week yet even though I have gone on line every day I can never get a slot. I have tried phoning and usually get cut of at the third set of choices after being told repeatedly to go on line, talk about a catch 22 situation. I have even mentioned all this on a customer feedback survey but to no avail. If you can resolve this situation I would be most thankful.

272. My husband who is 83 and has COPD and chronic asthma plus other health issues has received a shield letter from the NHS. We shop at Tesco and I do the shopping (I don't drive so rely on my husband to take me shopping) and I have struggled to get delivery slots even sitting up at midnight

logged on to their site and then unable to get a slot. I contacted my council who have a Hub with volunteers to fetch medicines and shopping. They advised me to register my husband which I have done and still struggling to obtain a slot but I did get one in two weeks time but only by sitting up at midnight. I rang Tesco twice to see if my husband is on the list and they say he's not on the list they've received.

273. I am 74 years old and have been suffering with my second bout of cancer and am presently being treated again with chemotherapy. I registered as advised by my GP with the NHS as a vulnerable person with a view to getting a delivery slot with my local Sainsburys. It took several attempts before I was able to register with Sainsburys. My attempts to secure a delivery slot so far have resulted in failure. The best they offer is a 'click and collect' service where even these slots are few and far between. I am fortunate to have the occasional shopping help from neighbours who I repay in cash (which is running out). A delivery slot also means I can pay on-line.

274. My mother is almost 81, has kidney cancer, type 2 diabetes has mobility problems as she needs a hip replacement and a number of other health issues. She had a heart attack on 5th March and spent more than 3 weeks in hospital. She was discharged after lockdown. She lives with my brother who is disabled and also has health issues relating to his disability. I have been self isolating as I had Covid19 for 4 weeks and am now recovering. So I am unable to go out myself. I registered her as a vulnerable person on the website to enable her shopping to be delivered. However I am still unable to achieve this. The website states you will not be contacted to confirm your application is successful. I am becoming increasingly worried for their health as my brother has had to go to the shops to get food. I have managed to arrange with friends and family who live near her to drop off essentials and collect her medication from Boots. But surely her medication should be delivered to her and she should be able to get shopping delivered to her ? I am sure you will receive many accounts (a lot probably worse) than my family troubles. I am not criticising the governments actions, as I think they are doing an admirable job in exceptional circumstances. However I am just a bit frustrated at the lack of assistance my mother (and brother) are getting. I feel that they have slipped through the net as they are "old school" and don't complain nor ask for help. My concern is that there are probably many more like them

275. I received one of the extremely vulnerable letters. I had already chosen to self-isolate prior to the letter being received and my partner had already decided the only way that this sheltering would keep me safe was to isolate alongside me even though she is not in the extremely vulnerable category. We had never used on line shopping before but knew we were going to need the support of a supermarket to get through this period. I signed up to the government extremely vulnerable web site and subsequently Asda and Tesco offered me priority shopping slots which was brilliant and took our shopping worries away. However as an unwanted consequence of signing up to the government website I am now receiving the weekly box of supplies as well as a delivery slot with Asda. We do not need this weekly box and certainly dont want to take it away from someone who is far more in need but there is no where on the extremely vulnerable web site where you can say you dont require the food box but do require a priority delivery slot. The only option is to either opt out all together of the food question by saying that you have friends/family who are getting supplies for you or totally opt in by saying you dont have any support. I dont know how many more people there are in the same position as us but we would dearly love to stop the weekly box but retain a priority delivery slot.

276. I was originally prioritised for delivery and received one, when I tried to reorder I couldn't. I rang them to be told that the system has been so abused that the priority list had been abandoned. I tried many, many times with no luck. I am 87, live on my own and have carers. I have got a collection

with ASDA tomorrow that a neighbour has kindly agreed to pick up for me but the response I expected from them is not forthcoming. Helpline says I will get email tomorrow on the day of collection.

277. I am 79 and the other person in my house is 88. I have been using online delivery from both Ocado and Tesco for a few years now as we cannot carry heavy items. However, getting deliveries now is a nightmare. I managed to get a delivery about 3 weeks ago for today from Tesco – that was by getting up at 1.15 a.m. Since then I've tried at all different times without success for another slot, some times being held in a queue indefinitely and then on getting through finding there were no slots available!. Ocado have been slightly better, but again I've had to try at all different times in the day. I did get a text last week telling me that more dates had just been released and I should try straight away, which I did and was held in a queue for about 10 minutes – not too bad and I managed to get one future slot. I do feel that some sort of preference should be given to people who were already customers before this Pandemic.

278. Thank you for highlighting the difficulties in getting a delivery slot with any supermarket. I am registered With Sainsbury's as vulnerable, & even had an automated call to say that I would be contacted in 2 days, that was 2 weeks ago. I have constantly been on the 'phone at different times of the day for at least 2 weeks, nobody answers. I thought that there were going to be delivery slots for vulnerable people, I have had cancer & other health problems. As in your article it seems that slots are being given to people who could go shopping for themselves. Are the greedy supermarkets not bothered as long as they take the money.

279. My Wife and I, both at home, in our mid 80's have tried without success to get more than 2 food deliveries and that was at the very start of the lockdown from Iceland. Since which time I have retried Iceland no luck. Asda, who we regularly shop with,, Tesco ,we hold their card, Waitrose, we hold their card, Sainsbury's, we are new customers and Ocado. Not one have obliged us with a delivery slot because although my Wife is Asthmatic and I have Neuropathy with loss of balance, unable to stand unaided we do not qualify for home delivery as we are not aged or vulnerable, according to H M Government. Neither of us have family close, we reside in South West Wiltshire with nearest relative over 100 miles away We have local offers of help for which we sincerely grateful but each has a family with nearby relatives so although willing do not have the time to tend to us old codgers. As a long time reader of Daily & Sunday Mail may I take this opportunity to say thank you for bringing to light so many problems & intolerances in this world.

280. As a 79 year old with underlying health issues and classed as elderly and vulnerable I have had great difficulty in getting a delivery slot with Sainsburys and Tesco (I have loyalty cards with both supermarkets) I have no problem with Waitrose and can get a slot with comparative ease, the only problem is the minimum £60 spend, for a single person that is a big spend. What I have tried to do is order every 12 days, but it can be difficult to spend £60. I do not like wasting food and find I order just to make up to the total. I understand Sainsburys and Tesco minimum spend is £40 which is more suitable for me. I do shop more at Waitrose because that is where I meet my friends for coffee in better times. I am at times very tempted to get in my car and go in person to shop, but I know this would be absolutely stupid having a son nearby who is insulin dependant diabetic with Alzheimers. I have an order in place for Sunday but there are items on the order I can do without. I do need my lactose free items and a newspaper is nice.

281. Reading your article on Homs Shopping Deliveries this morning does not surprise me. I am 76 years of age, my wife 73. We have managed to get one slot since the lockdown started, with Ocado. We are expecting one more this week from Tesco's. That's it. We have trolled web sites throughout

the day, every day without success. When we do go to supermarkets, we queue for 30 minutes or so. When we get to the front of the queue, we are told only one of us can go in for the shopping. This is quite difficult for both of us. How many Vulnerable people are registered with most of the supermarkets? Thereby taking up even more slots. I won't forget the supermarkets for the way I have been left stranded.

282. I have just read the article on online food shopping in money mail and would like to confirm how difficult it is to get a delivery slot. We have been self isolated for about 5 weeks as we are full time carers for my 98 year old mother who lives with us. We are also well into our 70s but because none of us can claim to be vulnerable under the government guidelines the supermarkets don't recognise us as being in that group and hence the problems of booking deliveries. We repeatedly stay up past midnight trying to book a slot, are held in a virtual queue only to find that there are no available slots. We have a delivery plan with Tesco but this doesn't work and although we have been told they will refund the months that they are unable to deliver it would be nice to have the reassurance that we can expect some shopping. Iceland managed to give us a delivery last week for which I am very grateful but they don't sell any gluten free foods and I depend on these for my intolerance. I can understand the extra orders must be a problem for the supermarket deliveries but surely there must be a fairer way of allocating them.

283. I am over 70 have a heart condition for which I take 11 different tablets a day. I have stage 2 diabetes for which I take tablets & I use a breathing machine to sleep at night. I have been self isolating as recommended since 16/3/20 I have not received a letter from the NHS and upon querying this my GP advised that they do not "produce" the list but it is produced from NHS records. The doctors surgery advised me they could put me in touch with volunteers who get shopping for me if I wished. My daughter who used to run her own business with her husband (currently furloughed) and 3 children who she is trying to "home teach" does my shopping for me. She also shops for a blind lady in the village. I consider myself very lucky

284. I'm an older person living alone. I have been in this flat just under 3 months so I don't know anyone yet. I have absolutely NO relatives and no friends as yet. I have tried endlessly to get a slot on Asda, Tesco, Iceland Waitrose, Morrisons and Sainsburys without any luck. I have had to use a local delivery person and have to pay top whack and also never know what will be delivered. I also don't get a receipt. This is not good.

285. I have been trying for the last 4 weeks to get a supermarket delivery. I have logged on to Morrisons, Sainsbury and Tesco but to no avail. 'No delivery slots available to this address' I am almost 75 years old and I am having to visit my nearest supermarket every week when I should be staying indoors. None of my friends of similar age have managed to get a delivery. So we have to put ourselves in danger and queue up at the supermarket. I am not in the vulnerable category.

286. When we were first advised about social distancing, Sainsbury's emailed me saying I had been recognised as a vulnerable person and I managed to get a slot then and a week later when lockdown had started. I am 74 and my husband is 81 and so this was useful as we regularly use a small Sainsbury's in Coventry city centre where we live. However, since then we have been unable to get a slot for Sainsbury's or other supermarkets. As none of my children live nearer than 100 miles away we now have to go out in the city centre to get what we can. We tried our local Sainsbury's but as the store is small it was impossible to distance from other people. We are now using our local M & S at 8am on the days when it is open then for pensioners. We are also going to try Iceland.

287. My husband has terminal pulmonary fibrosis and was not on the first Government List as asthma, COPD and respiratory disease were listed but because PF was not specified we were not included, I also have heart disease but 68 yrs.. The surgery could not help and just said you are not on the list it took the local WILD team at Southampton General Hospital to get him included but this has led to a delay and not getting shopping online. I did, however, get a delivery from Iceland and subsequently had an email to say we are now a priority, Horray. Not tried it yet, but hopeful. I called the Sainsbury helpline no. you gave, 0800 636 262 it gives 3 options but none that offers help to someone omitted from the list or how to now get priority even though we have had a Government letter. I did, however, call the Tesco number who said I would now need to wait 24 hours then I would be able to see a priority slot to book, will try this tomorrow but Abbi was reassuring and helpful, so now thanks to you publishing the number, result, I think.

288. We have been customers of Waitrose since it opened a store nearby several years ago. We accepted a loyalty card and came to realise from offers sent to us that they knew a lot about us. The staff at the store also greet us as old friends when we visit at least twice a week as part of our life routine. We are both in our 80s and I am now my husband's carer due to his failing health. Your article today asked for comment on the inability of vulnerable people to obtain delivery slots. I now realise that this is because all the stores are acting on the government qualification list which includes many serious illnesses. However having a heart attack recently, having very little mobility, And approaching 86 does NOT qualify as needing assistance for my husband. Consequently we have to rely on the most generous kindness of neighbours to pick up essentials and a local butcher for his deliveries. I have tried to access help from Waitrose, Sainsburys, Morrison's and Ocado and are cut off as soon as I complete the questionnaire honestly to the effect that we do not suffer from illnesses on the list. My frustration, anger and disappointment are just below the surface whilst trying to manage, clean and supply our home as well as care for my husband. Our children and grandchildren are all isolating many miles away but do keep in touch with the technology which I am mastering. Our 2 daughters have also tried to get a slot for us but without success. Your advice would be appreciated. By the way I am a lifelong reader of the Mail aged 80. Sincerely

289. I cannot get shopping deliveries. I'm 70. My husband has one lung and diabetic. I have much younger neighbours getting food delivered. I went on government website. I got Doctors letter saying have to isolate for 12 weeks. But have to wait for pin number and password before I can get priority slot. Not heard anything for weeks.

290. I have just registered with Tesco for online grocery delivery, there are no slots available even up to mid May. I registered with Tesco as I understood they make some delivery slot provision for extremely clinically vulnerable people but there is no option on your site for me to register as a such a person.

291. My husband is an extremely vulnerable person is registered with the government but the online shopping is unbelievable all we get told is he is not on the government list. This is getting worse each day. I don't know where to go now as nobody listens to you even with a NHS letter.

292. We all recognise the absolute priority needs of vulnerable people but we also need to consider the needs of the over 70's who are restricted to their homes, potentially for a year! I can drive and have been able to use 'Tesco's click & collect' twice. What a boon it has been as I can buy for others in a similar position. They have my long term commitment. However, to get the two slots has required me to go in line each day between midnight and 4am- usually without success. Two simple changes could help-

1. Provide us with recognition that we are buying for other restricted persons.

2. Communicate with us so that we may know when there are slots - by chance I found almost a whole day of unused slots - yesterday for today! What a boon!

293. Regarding the first page of money mail today, I cannot get a delivery slot as my wife and I have not received the NHS letter. My wife was treated for cancer from last May until she died on the 5th April. Clearly she was extremely vulnerable. I am 70. No letter means no slot. I telephoned our gp to be told it was an NHS problem. I suspect there must be many more in the same position. I have emailed both Tesco and Morrisons explaining the problem with no response whatsoever.

294. Having registered as vulnerable a few weeks ago I am still not recognised by any supermarket. Both my husband and I are over 70 and both classed as at risk because of underlying health conditions. Not sleeping particularly well I am quite often on line in the early hours of the morning trying unsuccessfully to book a slot. It seems to be a waste of time registering.

295. Having registered as vulnerable a few weeks ago I am still not recognised by any supermarket. Both my husband and I are over 70 and both classed as at risk because of underlying health conditions. Not sleeping particularly well I am quite often on line in the early hours of the morning trying unsuccessfully to book a slot. It seems to be a waste of time registering.

296. I have Rheumatoid Arthritis and am on auto immune suppressant injections. I live alone so if I don't go and shop for myself I would have no food. Yes it's frightening but I don't have a choice. I haven't had an NHS letter telling me I am extremely vulnerable but then Sainsbury's contacted me saying I was on the Governments extremely vulnerable list!
I have shopped at Tesco for 40 years I have a clubcard so must be on their database but have heard nothing from them. I have not seen one delivery slot available since the crisis started.
I don't understand how you can be classed as extremely vulnerable by one supermarket and hear nothing from the one you normally shop with. Surely the supermarkets get the same lists.
I understand it's difficult times but it frightens me how many other elderly and vulnerable people there are who are just not getting any support.

297. I have not been able to get any slots since the lockdown. I have tried all the supermarkets and I have even got up in the night to try.

I shop for my 93 year old mum living alone and also for my sister who is 73 and she has a lung condition. I don't know why neither of them have a nhs letter to allow them priority.

I am 65 but someone needs to keep the supplies going.

I wonder if the problem is that regular shoppers of online deliveries seem to have taken priority.

298. My partner is 90 and I am 75. I have registered him on the government website but, despite having underlying health problems such as asthma, atrial fibrillation (has had a stent and a pacemaker fitted), kidney injury due to a procedure, has had several eye procedures for which treatment has now been suspended, high blood pressure, (for all of which he has several medications) and now suffers from dementia, he is not considered to be "vulnerable enough". GP would like to help and they are wonderful but criteria do not meet government guidelines. I too am on medication for high blood pressure and erratic heartbeat but I am his sole care and this is just such an added burden.

299. Thus far I have managed to secure delivery slots with Tesco (have been shopping online for a very long time) but only by sitting up until after midnight and sometimes getting online in small hours

of the morning. We are not looking for handouts - just a little help with securing a definite slot and should be grateful for any help.

300. My wife was one of those to receive a stay at home letter due to her being a transplant patient whose medication reduces her immune system so making her more vulnerable to infection. That meant that that I had to self isolate for fear of bringing the virus into the house. We were fortunate that we had a couple of friends who bought items for us but that meant either taking part of their share on restricted items or them going out on supplementary shopping runs which would then put them in danger. It was some three weeks after self isolation before we managed to get a home delivery slot. Although we eventually received emails from various supermarkets that we were on their priority list we had to keep going onto the various sites playing seek the slot. Having obtained one slot the search started all over again for the next weeks slot. Out of all the supermarkets the one to come up trumps has been ASDA. We hadn't previously shopped with them on a regular basis but we received an email from them about priority shopping. Logging onto their site there was a large number of available slots. Additionally we have been given a free delivery pass covering the next six months. Having chosen a suitable delivery time for our first delivery they automatically offered to reserve that slot for the next six months so taking the pressure of us from wondering whether we would be able to get a supply of food.

301. I was very interested in your article about supermarket home deliveries or rather the lack of their availability. I was identified as extremely vulnerable by the NHS on 24th March. And I was heartened by the email from Sainsbury's CEO that they were identifying customers like myself to allocate priority delivery slots. In the meantime, I also registered on the Government website. Since then I have accessed Sainsbury's website almost daily to try to register as an online customer without success and phoned on several occasions but gave up after hanging on so long for a response. So I was encouraged by your article on Wednesday that things might have improved and tried phoning again. I went through the various options to reach someone on a "general issue" only to hear a recorded voice telling me that they cannot deal with queries about delivery slots over the phone! It seems I can only sit and wait for Sainsbury's to contact me in the vain hope that I can register for a slot. I am fortunate that my husband is still able to do the shopping but he is also acting as a carer for his sister who is similarly registered as extremely vulnerable. He's nearly 75 and has some mobility problems so I am naturally concerned about the extra strain this is putting him under. Being able to get the bulk of our shopping delivered would be a real benefit but it seems it's not to be. I've been a Sainsbury's customer for 40 years and feel quite let down. I cannot communicate with them by any means and their website is very much geared towards what they feel is important as opposed to being open and receptive to customers' needs. It's a pity Sainsbury's publicity about "Feeding the Nation" and the reality of delivering great customer service doesn't match.

302. We were told by Sainsburys we were eligible to be registered as vulnerable customers as we are both in our late 70s and my partner has diet requirements due to health but despite this we cannot get on to the online site to be recognised as such. I have tried ringing a dozen times without success. The only time I managed to speak to someone she said there was nothing she could do as her computer was not working. I have held a Nectar card for years so we are regular customers who feel very let down by a hopeless non existent service.

303. I received my letter asking me to be shielded due to a pre existing lung condition. I am therefore not able to go out for any reason. I have been a regular Tesco customer for at least 10 years. I have used the delivery service when necessary and I have had only one delivery this month. I have been unable to get a delivery slot despite trying hours after hour over the last few days. I

telephoned and was told that as I had managed to get kindly folk and my daughter to do some shopping for me I didn't qualify for a reserved delivery slot. They say my name is not on what ever list but I can't get any other supermarket to take me on. My daughter has children and struggles to find time to do my shopping as she has four children and can't take them out with her.

304. I have seen the information in the Mail yesterday on the effort that some of the large supermarkets have gone to, to help customers who have had a letter from the Government advising them to shield for 12 weeks. I also noticed that you asked that if anyone had had difficulty getting deliveries to get in touch. A few weeks ago, I received an 'extremely vulnerable' letter from the Government advising me to shield for 12 weeks, and not leave the house. Having heard that some of the large supermarket chains were offering delivery slots for people like myself, I contacted Ocado. I have been a customer with Ocado for about 9 years and although I have never done a regular weekly shop, they are my 'go to' when I book an online shop and have used them on an irregular basis for a long time. I feel I have also spent a lot of money with them over this time. After several emails back and forth, where initially they kept telling me to register with the Government to get on the list - even though I had told them in my emails that I had already done this. I didn't feel they were even reading my messages properly, they finally sent me the response that I have attached. Basically saying that they could confirm that I was indeed registered on the Government list, but as I wasn't a regular customer, they couldn't offer me any delivery slots. For the first two weeks of total isolation, I was lucky enough to 'piggy back' a friend's online shop and was able to receive my shopping that way. I do not live alone, but I do not want my husband to come into possible contact with the Corona Virus by going into the shops and bring it into the home as my immune system is compromised. The letter from the Government does not mince its words, even suggesting it might be sensible to pack a bag ready to go into hospital! I was very frightened when I first read it and did feel especially vulnerable. I can't tell you how repulsed and cross I felt with poor service I received from Ocado. I can understand the way they are operating from a business point of view but cannot understand how they couldn't offer me a delivery slot when I have used them numerous times before. On a positive note, I called Sainsbury's, who I didn't even have an account with, and they registered me immediately and I have had two deliveries from them since. Credit where credit is due. I cannot praise them enough. I was feeling very exposed and they offered me help when I needed it. Hats off to them. I now feel a LOT less anxious knowing that I can receive shopping for myself and my family without having to put myself in any unnecessary risk.

305. I felt I had to email you having read your article about food delivery slots as I have just spent an infuriating 40 minutes hanging on the phone with Morrisons Customer Services trying to get a delivery slot, as a self isolator myself (got letter) for my 87 year old self isolating mother who lives 8 miles away from me, to be told that because I am not the account holder they could not give me a delivery slot, furthermore I needed to call her to tell her to call them to get a delivery slot!!! I actually signed her up last week, I put the shopping in the basket and phoned for a slot - because her account details were not added the lady gave me 2 hours to add her card details and press send - no problem. This week they will not give me a slot without my mothers permission, I cannot go to her and call them at her home for her as we are both self-isolating with health conditions. I was told that they release delivery slots just after midnight - at 62 years of age I don't think I will be doing that! I asked to speak to a manager - he came back and said his manager said he couldn't continue speaking with me because I was not the account holder. I told them to forget it and I will report them to Money Mail and shop elsewhere!!!! So angry - now my mother has no food being delivered.

306. I should like to point out that, although I do not come under the vulnerable category receiving a letter from the government, I am 70 years of age and my husband is 75 and we are still struggling to

get an online delivery from Asda. I had to wait 17 days for an order and then I could only get a Click and Collect. I thought it was worth my while reporting this to you as it is a concern for the older generation. We don't like being called elderly, as a lot of us do not feel it, but we are "that age." I don't know if there is anything else can be done about the delivery slots for the older generation

307. I have been trying to get a food delivery slot at Tesco for the past 2 weeks but they do not recognise us as a pensioner. I am 84 and my partner is 88yrs old she is also an invalid with Transverse Myelitis. This is a neurological condition and her body is numb from the tips of her toes to her waist. This means that her brain is unable to communicate with her body below her waist. This also means that she has to use an irrigation system to clear her bowels at least 4 times per week. She also has no balance because she can not feel the ground beneath her feet. She walks with a walking stick in her right hand and I have to hold her left hand to keep her balanced. This is a condition that has no cure and because England is not doing anything about it we have to get all our information from the transverse Myelitis society in America. I made her a member when we first found out about her condition. We always shop at Tesco's as it is the nearest supermarket to us. We have tried the other supermarkets but we prefer Tesco's. So if you could possibly get us a delivery slot we would be much obliged. I already have an on line account with them but am unable to get a delivery slot.

308. Just replying to your article in the Daily Mail to say Yes, we do have problems with getting deliveries. I actually wrote to Sainsburys Chief Executive, Mike Coupe, on the 13th and have received no reply. He keeps sending my husband and I emails telling us what Sainsburys are doing to 'prioritise elderly and vulnerable customers for online delivery slots' yet takes no notice when personal applications are sent. I gave my husband's Nectar card number so that it could be checked and told him that we've been shopping with Sainsburys since at least 1968. I explained which store we used then and described when it had moved to the Business Park from the Town Centre, which could also be checked, and that we moved here in 2006 and have been shopping at the nearest store ever since. I find it very disappointing that Mr Coupe can keep sending us emails yet we cannot get a delivery slot from Sainsburys to get some items delivered. Our loyalty has been over the last 52 years yet we're not even worth an answer to a request for help now that we're aged. We're both in our 80s and have mobility issues - which I also pointed out. He seems to say one thing and do the opposite. We're very disillusioned after our long-term loyalty.

309. You asked if it was difficult to get a delivery slot. I just wish I could get that far , I can not even get registered for one. My husband has had a letter from the NHS telling him to stay in , I am also in the vulnerable group, but my local Sainsburys will not let me register something I have been trying to do daily since about the 25th March. The help line just keeps telling me if you have had a letter you will be contacted by them. I have even written to the manager of Torquay branch asking if he can tell me when I will get a slot, to date have had no reply. I find all the e mails I get from them saying they are prioritising the vulnerable rather untrue. When people with no health problems and are only in there thirty's are getting a weekly delivery. Having been a loyal customer of Sainsbury's for many years I am very disappointed in them. I do realise times are very hard at present but feel very let down by them.

310. My husband has received an NHS letter & we have registered twice on the government web site. I am a Sainsbury's shopper with a nectar card & thought I would therefore be able to set up an account? Not so ,I have been trying for four weeks! So in accordance with their advice in your article I have just rung the number 0800636262 & did not receive any help just that Sainsbury's would contact me! I asked when, but he wasn't able to tell me. If I was struggling I was to contact my local authority! So my reply was "no I will contact the Daily Mail" So it all sounds very good but the reality

is somewhat different In the meantime I am forced to go into our local store which I find stressful wondering if this visit I will maybe catch the virus & take it home to my husband!

311. My husband is 80 with a history of heart and kidney issues and is waiting for dialysis. He has been registered as “shielding” by the NHS but this is not a passport to priority shopping slots as you would think. We are now in our 7th week of isolation Before the pandemic really began our children suggested we sign up for Ocado and purchase a smart pass to get a regular delivery. First order was successful but our “regular slot” booked for April 1st was cancelled. I emailed Ocado and was given a slot for April 5th so far so good. A request for another delivery was agreed for April 17th, however my order had to be identical to the one placed 12 days earlier and I was told there was no way I could edit it. My first order with them cost £171. My second and third orders £223. I emailed Ocado this morning to ask if a fourth delivery was possible next week and was told if I haven’t had an email from them then I did not have priority and there were no slots available. They are still collecting payment for the smart pass. I managed on my own endeavour to get a delivery from Tesco. I felt I got a lot more for my money paying £158. Currently nothing available. Waitrose prioritised elderly customers quite early on...but only, it seems, if they had a John Lewis credit card. I have repeatedly emailed them for a slot because every time I log in all deliveries are either fully booked or unavailable. They emailed back to say they were giving priority to elderly, vulnerable and regular customers. Although I would qualify on all three counts I am getting no where. Their site asks for people not to book more than one slot a week. Any news on Waitrose Rapid?? 25 items in 2 hours would suit me fine. What concerns me apart from the fact that I seem to waste so much time on this issue is that there is no overall analysis of slots between the supermarket giants, so any one person can get deliveries from each of the supermarkets on less than a weekly basis. I shopped at Waitrose before lockdown, on a daily basis so have yet to analyse my current spending compared with before lock down. I am shopping on line for two weeks and yes, I enjoy cooking and treating the whole thing as a holiday.

312. I am 85 years old and physically disabled. I have a tendency to fall and cannot walk unaided. I live on my own in sparsely populated Welsh countryside 16 miles from the nearest Tesco store. I do not drive or have access to public transport. For several years I have booked regular slots and placed an online order for groceries every Wednesday without any difficulty, it has become a dependable way of life with deliveries taking one day or two days. On March 18th, I found that the first slot I could book would not deliver for nearly a month, and the situation only got worse. My gardener who usually arranges my orders for me warned me that selfish locals had been booking up slots well in advance just in case they were needed and there were no longer any suitable slots available. I wrote to Tesco reminding them that I was a loyal long-term customer with special needs, and that I felt that people in my position should be allocated priority slots. The response was a circular letter that suggested that I should be considerate in these difficult times. I realised that the system being used does not allow for this special priority, but these are exceptional circumstances and I was struggling to find people to shop for my groceries, although I have several part-time Carers who could drive me, but they have been officially forbidden to drive me anywhere during lockdown.

313. Hi with reference to “Iceland” in particular, their website will not accept my password for online ordering, I am told to reset my password which should be done by automated e mail and does not happen, I complained on 17th April to Iceland but still not sorted with no sign of action. All this is before you struggle for a delivery slot !! My wife and I are in our mid 70’s and classed as “at risk”

314. I have been told to shield via a NHS letter, but still cannot get an online shopping delivery. I have registered on the Government website. Waitrose have been very pleasant and helpful but still

no luck! Sainsbury were quite brusque..said if I had not heard from them they could not help..I have a neighbour kindly assisting but do not feel I should ask for her to continue to help long term which it seems my isolation will be especially as she also shops for her own family and her parents and in laws.

315. I felt that your readers may be interested in the experience I have received from Iceland. I am a regular shopper at this store and on Tuesday April 7th I received an e-mail thanking me for registering with them for deliveries. I would like to point out here that my husband is in the very vulnerable group and his GP told me I was not under any circumstances to go into any supermarkets. So my local newsagent /Grocery shop has been very helpful with delivering essentials. So I filled a huge basket of food on the Iceland web-site and filled in the appropriate box which explained my husband's situation. I then tried to get a slot for delivery and there was nothing for a week. so I went on the next day and it was still the same. So on April 14th I sent an e-mail to Iceland Resolution Team explaining my situation . They responded by apologising but said that every morning between 11.00- 13.00 they release 1000's of delivery slots and if I logged on at this time hopefully I would be successful. Well I did what was suggested but nothing happens . I would not like to tell you how many wasted hours I have spent !! So after trying for a few days I e-mailed Iceland Resolution Team once again this was now April 17th. I received a response from The Developing Team Manager named Alexandra Haughton who said she was very sorry to hear about my predicament but she had contacted her online support team to reserve a slot for me, but this would be a one off and unfortunately cannot be done on every order. She also pointed out that I would receive this slot by e-mail and I needed to have my basket ready for a speedy check out as they could only keep this window open for me for 1 hour. This e-mail was Saturday evening April18th. So on Sunday 19th April I sat by the computer for nearly 4 hours!! [bearing in mind I am a 24/7 carer for my husband] We are now at the end of April I still have not heard from Iceland, but all I can say is this. SHAME on this company and SHAME about their fobbing off e-mails.

316. Following your article in Money Mail last week, I rang Sainsbury's to request that I could be considered for home delivery shopping as my husband has received a NHS letter saying he is highly vulnerable, also I have been advised that I should protect my husband by not going supermarket shopping. Sainsbury are taking no new home delivery customers in spite of us having received this letter, my daughter got me an online account for Tesco but they have no delivery slots for new customers in the foreseeable future.

317. I am a 67 year old leukaemia patient who has been advised by NHS England to shield and stay indoors for the duration of the lockdown. My wife is working from home and will not go out for fear of contracting Coronavirus and passing it on to me. We do isolate from each other at home eating and sleeping in separate rooms. For over four weeks we have been trying to get delivery slots from Sainsburys, Iceland and Morrisons to no avail. I've looked at all of the major supermarkets online delivery options and NONE of them have the facility for vulnerable/shielded customers to enter their details for priority delivery slots. Despite all of them claiming they have and are using the government's list of shielded people (Not sure if this breaches data protection regulations) they are certainly ignoring those who cannot get out and shop. I am certain in my own mind that I and others like me will be the last group of the population to be able to go out again and cannot see restrictions being lifted until next year. The Prime Minister said at the beginning of the lockdown that he despised profiteering companies using this pandemic to their advantage. We were promised that the food supply chain would take on extra staff which would also mean additional delivery vehicles. I see no evidence of this. You cannot get through to any of the big four supermarkets on the phone and every day for them must be like Christmas shopping. My son has been helping with some shopping

but he has had the virus and only recently got better. He has not seen his 30 month old son for some 9 weeks now as his partner is in lockdown at her parents home who are both vulnerable. A lot more needs to be done regarding those who will be in isolation for a very long time. The government must mandate the major supermarkets to prioritise deliveries for those unable to go out and shop rather than those healthy lazy people who have delivery accounts and take all of the slots. The supermarkets must prove to the government that they are complying with this and from a social point, they should be penalised by the government for not providing such a service in these extremely difficult times.

318. Dear Sirs, I haven't been able to get a food slot since the lock down, I have emailed Waitrose telling them I am 72 and have a disabled ticket as I've got a bad foot and back And finding the queuing difficult, I was emailed and told I was not a vulnerable person, so I'm still queuing , I lost my husband six years ago, (oh) do I need him now. Keep safe everyone.