

Checklist

Have you got the correct form?

We need at least 5 working days to set up your Redirection from the day we receive your application at our Royal Mail Redirection Centre

☐

Is your form complete?

Questions marked with an * are mandatory

☐

Have you (the applicant) signed the form?

You must be at least 18 years old

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Cancelling a Redirection & refunds

- You may cancel the Redirection at any time before the Redirection has commenced and we will refund the charges. You also have a statutory right to cancel the Redirection within 14 calendar days starting on the day after we send you a confirmation letter by post or email.
- If you cancel the Redirection during the cancellation period, but after the Redirection has started, we will refund the charges paid for the Redirection minus £10 to cover set up costs.
- To cancel visit **royalmail.com/cancelmyredirection**, write to Royal Mail Redirection Centre, Trent House, Media Way, STOKE-ON-TRENT ST1 5ST or call Customer Services on: 03457 777 888.
- If we choose not to accept an application, we will inform you in writing and refund the charges we have made.

Disputes

If there is any dispute as to who is entitled to apply for a Redirection, we will hold the mail for up to 10 working days to enable the parties in dispute to resolve the matter.

Any questions?

If you have any questions, need the booklet in another format or want to see our full terms and conditions, visit **royalmail.com/redirection**, write to Royal Mail Redirection Centre, Trent House, Media Way, STOKE-ON-TRENT ST1 5ST or call Customer Services on: 03457 777 888. If you are deaf or hard of hearing, we offer a Textphone service on 0345 600 0606. Calls may be recorded, monitored and used for training and compliance purposes. For a copy of the privacy policy, please see terms and conditions where you can find a link to our privacy policy referred to in them, write to: Information Rights and Governance Team, 2nd Floor, Royal Mail, Pond Street, SHEFFIELD S98 6HR or email: **information.rights@royalmail.com**.

Our agreement to provide you with the Redirection service is made up of this application form and the terms and conditions which are available to download from **royalmail.com/redirection**. Royal Mail and the Cruciform are registered trademarks of Royal Mail Group Ltd. © Royal Mail Group 2020. Royal Mail is a trading name of Royal Mail Group Ltd. Registered in England and Wales number 4138203. Registered office 100 Victoria Embankment, London EC4Y 0HQ. All rights reserved.



Redirecting mail in special circumstances

**When someone has died or you
have power of attorney, deputyship
or similar legal authority**

Please read this leaflet before you complete the application form,
as it contains important information about the Redirection service.



What to do when you really need to receive someone else's mail...

There are many things you need to organise promptly when you take over responsibility for someone else's affairs. If you need to redirect mail for someone who has died or for whom you have power of attorney, deputyship or similar legal authority in the UK, we can redirect all their mail to you for up to 4 years. That can be a great weight off your mind, so make Royal Mail Redirection one of the first things you do.

- You can redirect Royal Mail Special Delivery Guaranteed and Royal Mail Signed For deliveries within the UK (delivery may take longer).

Unfortunately we can't redirect from multi-occupied premises – like nursing homes, hotels or colleges, due to the high number of people living at the address with one communal letter box/reception.

Whose mail do you need to redirect?

- Please list all the names that need a Redirection.
- If you also reside at the same old address and you want your mail to be redirected to the same new address, please mark the box on the application form with an 'X'.
- Each additional individual counts as a separate charge.

Your payment

For current prices go to royalmail.com/redirection

Applying at a Post Office® branch you can pay by cash, debit or credit card. Applying by post, payment is by cheque, made payable to Royal Mail Group Ltd.

Length of service you want	Where the new address is	Number of people
12 months or 6 months or 3 months	UK or EU or Rest of the World	For example: 1 individual = application fee 2 individuals = application fee + x1 extra person fee 3 individuals = application fee + x2 extra person fee (Fees are applicable for anyone over the age of 16)

The price of the service is based on:

- The fee amount will depend on the length of service selected, where the new address is located and the number of individuals having their mail redirected. Under 16's are free.
- Please make sure you list all names separately on the form for everyone who wants their mail to be redirected. This will help our staff to fulfil the service.
- If you, or anyone else named on the form are known by different or variations of your first name and/or last name (including double-barrelled last names), please list them.
- You will only be charged 1 fee per applicant.

- If you need to redirect mail for more than 2 people from and to the same address, please provide full names for each person on a separate piece of paper and attach this to your application form. We will need relevant ID for each person as detailed in our terms and conditions.
- All mail diverted through the Redirection service will be clearly labelled as 'Redirected'. This will help you identify which individuals or companies still need to be updated with your new address.

Other postal services

We can only redirect Royal Mail deliveries and will not be responsible for the delivery service provided by other postal operators.

Arranging the Redirection

To ensure that your Redirection application is not delayed, please read the following:

- To apply, simply complete the accompanying form and send it to us or apply at a Post Office® branch with the relevant ID (see section 8 of the form) and correct payment (see section 6 of the form).
- Make sure that all information provided is accurate as any changes may incur a new fee.
- If you send this application by post you must pay using a cheque as laid out in section 8 of the application form. If you are a solicitor acting as a personal representative, you can pay by solicitor's cheque.
- It is a criminal offence to redirect mail without proper authority.

Set up

You can take out a Redirection in periods of up to 3, 6 or 12 months.

Renewing the Redirection

You can renew the Redirection for up to 4 years. Before the end of the Redirection period, we will write to you to ask if you wish to renew the Redirection.

You can apply at any Post Office® branch where you can pay using cash, debit or credit card.

Remember we need 5 working days to set up or renew your Redirection. Please allow plenty of time for your application.

Proof of identity

- The ID you need to provide depends on if you are applying for someone who has died or for whom you have power of attorney, deputyship or similar legal authority and whether you are applying by post or through a Post Office® branch; see section 8 of the form.
- You must send original documents as proof of ID. **We cannot accept photocopies or documents downloaded or printed from the internet.** We will accept certified copies of the death certificate and power of attorney document.
- We can only accept passports and driving licences at Post Office® branches.

Your Agreement

If you do not sign the form we cannot process your application.

By submitting the form, you confirm that you are entitled to apply to redirect the mail of all persons included in your application and understand how we will use your and their data as described in our ts&cs.