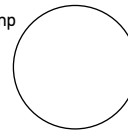




# Redirecting personal mail from a private address

For more about our Redirection service, to apply online, current prices and for the terms and conditions visit [royalmail.com/redirection](http://royalmail.com/redirection).

Date stamp



Redirection Centre Use Only

Royal Mail Consumer Redirection Application Form  
23rd March 2020

## 1 What are your old and new addresses?

Please use CAPITALS and a blue or black pen for all your answers. Questions marked with \* are mandatory.

**\*Old address** – where would you like the mail redirected from?

\*Postcode

\*Date of move

Landline number at this address

Add your mobile number

Email address

**\*New address** – where are you moving to?

\*Postcode

Is your new property (please mark with an X)

Owned

Rented

Landline number at your new address

Will there be a dog at this new address?

To help our staff deliver mail safely, please mark with an 'X'.

Yes

No

**We always send an acknowledgment letter to you. If you don't want us to include the new address in the letter, please mark this box with an 'X'.**

**We will also send a security letter to your old address.**

**If we cannot deliver an item to the new address, it may be returned to sender with the new address on it. We cannot guarantee that the new address will remain confidential.**

## 2 Whose mail needs to be redirected?

**i** It is a criminal offence to redirect mail without proper authority.

|                      |   |                      |   |
|----------------------|---|----------------------|---|
| *Title               | *Full first name (You, the applicant - the person signing the form) | Middle initial(s)    | *Last name  |
| <input type="text"/> | <input type="text"/>  | <input type="text"/> | <input type="text"/>  |
| *Date of birth       | <input type="text"/>  |                      | <b>Must be at least 18 years old.</b>                         |
| *Title               | *Full first name  | Middle initial(s)    | *Last name  |
| <input type="text"/> | <input type="text"/>  | <input type="text"/> | <input type="text"/>  |
| *Date of birth       | <input type="text"/>  |                      | <b>If under 16, mark with an 'X'</b> <input type="checkbox"/> |
| *Title               | *Full first name  | Middle initial(s)    | *Last name  |
| <input type="text"/> | <input type="text"/>  | <input type="text"/> | <input type="text"/>  |
| *Date of birth       | <input type="text"/>  |                      | <b>If under 16, mark with an 'X'</b> <input type="checkbox"/> |
| *Title               | *Full first name  | Middle initial(s)    | *Last name  |
| <input type="text"/> | <input type="text"/>  | <input type="text"/> | <input type="text"/>  |
| *Date of birth       | <input type="text"/>  |                      | <b>If under 16, mark with an 'X'</b> <input type="checkbox"/> |

**To support our operational processes, is your whole household included in this move?**

If you are NOT leaving anyone behind with the same surname(s) please mark this box with an 'X'

Mark this box with an 'X' if you would like us to redirect all variations of first names

**\*Number of individuals having their mail redirected**

Number of adults  Number of under 16's

### Address Update Service

At no extra cost, we may share the information provided on this form, including the addresses, email and telephone details of everyone whose mail is being redirected and is **at least 16 years old**, on to organisations that already have contact details for those people so they can update their records and keep in touch. This may also help to prevent fraud and reduce waste.

If you, or anyone else whose mail is being redirected, do not want us to do this, please mark 'X' in the box.

## 3 How long do you want us to redirect your mail for? Please mark 'X' in the appropriate boxes.

\*Do you intend to move back to your old address?  Yes  No \*When do you want the Redirection to start? \*Start on this date:

\*Please redirect my/our mail for  12 months  6 months  3 months or stop on this date

## 4 Offers and discounts for movers

To help you get set up in your new home, we'd like you to receive home movers discounts and offers that are specially chosen and based on the information provided on this form. We will pass your name and address to carefully selected partners in the retail, utility, telecommunication, finance and insurance sectors. These offers will be sent in the post addressed to you for up to 12 months after the move date.

If you do not want to receive these, please mark an 'X' in the box

You can change your preferences at any time by calling Royal Mail Customer Services on 0345 774 0740 or emailing [hmmsoptout@royalmail.com](mailto:hmmsoptout@royalmail.com). We take your data security and privacy very seriously. To find out more, see our privacy policy, please visit [royalmail.com](http://royalmail.com).

## 5 Keeping you informed

Royal Mail Group would like to keep in touch with you about our products, services and offers that might interest you. By submitting this form you acknowledge that we may contact you by post, telephone, email and text. If you do not want to hear from us by any or all of these means, please mark 'X' in the relevant box(es) below:

- Post
  Telephone
  Email
  Text

We may, on occasion, still need to send you important service messages. Royal Mail takes your privacy and security very seriously. For more details, please read our privacy policy which you can find at [royalmail.com](http://royalmail.com). To obtain a paper copy, please see the leaflet accompanying this form.

## 6 Your payment

For current prices go to [royalmail.com/redirection](http://royalmail.com/redirection). The price of the service is based on:

| Length of service you want              | Where the new address is            | The number of people in the household   |
|---|-------------------------------------|---|
| 12 months or<br>6 months or<br>3 months | UK or<br>EU or<br>Rest of the World | For example:<br>1 individual = application fee<br>2 individuals = application fee + x1 extra person fee<br>3 individuals = application fee + x2 extra person fee<br>(Under 16's are free) |

For information on our concessionary discount, go to [royalmail.com/redirection](http://royalmail.com/redirection).

## 7 What you are agreeing to

Please complete both sides of this form before signing below. By signing this form you agree to the Consumer Redirection Service terms and conditions, so please read them carefully beforehand. You can find the terms and conditions at [royalmail.com/redirection](http://royalmail.com/redirection), where you can also find a link to our privacy policy referred to in them. To obtain a paper copy of the terms and conditions or the privacy policy, please see the leaflet accompanying this form. It is a criminal offence to redirect mail without proper authority.

How we use the data provided on this form is described in our terms and conditions. This may include using the details of everyone named on this form to help prevent fraud and money laundering and, depending on the choices you made on this form, passing some of those details to other organisations.

\* 

**If you (the applicant) do not sign the form we cannot process your application.**

## 8 This is the identification we require for your security

**Proof of identification must be from the items below – no other items are acceptable.**

You can also apply online, by phone or by Textphone (for deaf and hard of hearing). See 'Applying for a Consumer Redirection' leaflet for details.

\*Please mark 'X' in the appropriate box.

\*Please mark 'X' in the appropriate box.

### Applying at a Post Office® Branch

Payment by cash, debit or credit card

For **each different last name**, you must provide 2 forms of original identification.

**1 current and valid proof of name from this list:**

- Credit/debit card
  Driving licence – photocard  
 Bank/building society book
  EU member state identity card  
 Passport
  Birth certificate (under 16s only)

**And**

**1 current and valid proof of old address from this list (over 16s only):**

Each item must be dated **within the last 6 months** and must match the last name and the old address.

- Original utility bill (NOT a mobile phone or a store/charge card statement or bills printed from the internet)
  Original mortgage statement  
 Original credit card statement
  Original bank or building society statement or passbook

### Applying by post

send to Royal Mail Redirection Centre, Trent House, Media Way, STOKE-ON-TRENT ST1 5ST

Payment by cheque only, made payable to Royal Mail Group Ltd.

For **each different last name**, you must provide:

- A separate cheque that matches each different last name.

**And**

**For proof of old address, you must provide:**

- Original (not photocopy or printed from the internet) utility bill, bank/building society or credit card statement (NOT a mobile phone/store/charge card statement or bills printed from the internet) dated **within the last 6 months**. Each bill or statement must show the old address and match the last name.

**Please keep a copy of all the documents you send to us.**

Total number of documents enclosed:

**All documents supplied will be returned to you.**

## Post Office® branch use only – All boxes must be completed

**\*You must check all the following:  
Please tick to confirm**

- Original proof of name  
 Original proof of address dated within the last 6 months  
 Date stamp on front  
 'Addresses' complete – Section 1  
 All 'Names' complete – Section 2  
 You the applicant over 18 – Section 2  
 'Dates' complete – Section 3  
(Start date, allow 5 working days)  
 Signature complete – Section 7  
 Horizon receipt issued

**\*You must complete the following boxes:**

- How many adults   
 Total fee taken £  .   
 Branch code   
 POL Horizon User ID

**Please do not record or send any ID or payment details with this form.**

Please dispatch DAILY to Redirection Centre using ENV2130ST only.

