# Redirecting mail in special circumstances

For more about our Redirection service, current prices and for the terms and conditions visit [royalmail.com/redirection](http://www.royalmail.com/redirection), for a paper copy please see the leaflet accompanying this form.

## 1. Have you got the correct form?

This form is to be used when applying for a Redirection application on behalf of someone who has died or for whom you have power of attorney, deputyship or similar legal authority.

If you need to redirect mail for more than 2 people from and to the same addresses, please provide full names and dates of birth for each person on a separate sheet of paper. We will also need relevant ID as detailed in our terms and conditions.

## 2. Which addresses would you like mail redirected from and to?

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

<table>
<thead>
<tr>
<th>*Old address – where would you like the mail redirected from?</th>
<th>*New address – where would you like the mail redirected to?</th>
</tr>
</thead>
<tbody>
<tr>
<td>*Postcode</td>
<td></td>
</tr>
<tr>
<td>*Postcode</td>
<td></td>
</tr>
</tbody>
</table>

### You (the applicant) contact details

- **Your mobile number**
- **Your email address**

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 the old address.

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

- **Postcode**
- **Landline number at this address**

Will there be a dog at this new address?

- **Yes**
- **No**

We cannot redirect mail from a multi-occupancy address such as a nursing home, boarding house, hotel or hall of residence.

If we cannot deliver an item to the new address for any reason, it may be returned to sender with the new address on it. This means that we cannot guarantee that the new address will remain confidential.

## 3. Names

### Your name and details (the person applying for the Redirection)

- **Title (Mr, Mrs, Ms etc.)**
- **Full first name**
- **Middle initial(s)**
- **Last name**

Must be at least 18 years old

### Details of the person whose mail you want redirecting

- **Title (Mr, Mrs, Ms etc.)**
- **Full first name**
- **Middle initial(s)**
- **Last name**

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

I am applying for a Redirection on behalf of someone:

- **Who has died.** We need to see the original death certificate or interim death certificate or an office copy (which you can get from the Register of Births, Marriages and Deaths). We also need to see identification in the name of the person applying, as shown in section 8.

OR

- **For whom I have power of attorney, deputyship or similar legal authority.** We need to see a copy of the power of attorney, deputyship or similar legal authority document certified by a solicitor, together with ID in the name of the person applying, as shown in section 8.

## 4. How long do you want mail redirected?

Please mark ‘X’ in the appropriate boxes.

- **When do you want the Redirection to start?**
- **Please redirect mail for:**
  - 12 months
  - 6 months
  - 3 months

### Please or stop on this date:

It is a criminal offence to redirect mail without proper authority.
5 How we use the data
We may pass the name and address of a person who has died to other organisations to prevent further mail being sent. We will also pass these application details and information regarding the status of your Redirection to organisations to prevent fraud and/or money laundering. By law, we have to pass on Redirection details to The Department of Work and Pensions and Local Authorities, so they can update their records. Further information about the use of your data is also contained in the Redirection terms and conditions.

6 Your Payment
For current prices go to royalmail.com/redirection. The price of the service is based on:

<table>
<thead>
<tr>
<th>Length of service you want</th>
<th>Where the new address is</th>
<th>Number of people in the household</th>
</tr>
</thead>
<tbody>
<tr>
<td>12 months or 6 months or 3 months</td>
<td>UK or EU or Rest of the World</td>
<td>For Example:</td>
</tr>
<tr>
<td></td>
<td></td>
<td>1 individual = application fee</td>
</tr>
<tr>
<td></td>
<td></td>
<td>2 individuals = application fee + x1 extra person fee</td>
</tr>
<tr>
<td></td>
<td></td>
<td>3 individuals = application fee + x2 extra person fee</td>
</tr>
<tr>
<td></td>
<td></td>
<td>(Under 16's are free)</td>
</tr>
</tbody>
</table>

7 What you are agreeing to
*Signature of the person applying for the redirection:

Please mark ‘X’ in the appropriate box.

8 This is the identification we require
For your security we need to verify your identity to set up your Redirection. We require different forms of identification depending on how you apply. Proof of identification must be from the items listed below; no other items are acceptable.

If you are a solicitor acting as a personal representative, we need to see an original or office/certified copy of the Grant of Probate or Grant of Letters of Administration and death certificate.

You can apply by post or at a Post Office® branch, see leaflet for details.

The person applying for the redirection in section 3 must provide the following ID; no other items are acceptable.

*Please mark ‘X’ in the appropriate box.

Applying at a Post Office®
1 valid proof of new address from this list dated in the last 6 months:  
- Original utility bill (NOT a mobile phone/store/charge card statement or bill printed from the internet)
- Original credit card statement
- Original mortgage statement
- Original bank or building society statement or passbook

AND
1 valid form of proof of name of person applying for the Redirection from this list:
- Credit/debit card
- Bank/building society book
- Passport

AND
- Original death certificate or interim death certificate (or a certified office copy)
- OR
- Power of attorney, deputyship or similar legal authority document certified by a solicitor (or a certified office copy)

Applying by Post
send to Royal Mail Redirection Centre, Trent House, Media Way, STOKE-ON-TRENT ST1 5ST
1 valid proof of new address from this list dated in the last 6 months:  
- Original utility bill (NOT a mobile phone/store/charge card statement or bill printed from the internet)
- Original credit card statement
- Original mortgage statement
- Original bank or building society statement

AND
Proof of name of the person applying for the Redirection:
- Payment by cheque – The cheque needs to be in the name of the person requesting the Redirection. If power of attorney, deputyship or similar legal authority is held, the cheque can be in the name of the person the Redirection of mail is for, providing the power of attorney, deputyship or similar legal authority is detailed on the cheque. If you are a solicitor you can pay by a solicitor’s cheque. Cheques made payable to Royal Mail Group Ltd. The power of attorney, deputyship or similar legal authority document must show your name.

AND
- Original death certificate or interim death certificate (or a certified office copy)
- OR
- Power of attorney, deputyship or similar legal authority document certified by a solicitor (or a certified office copy)

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 – It is mandatory that all sections must be completed

*You must check all the following; please mark to confirm
- Date stamp on front
- Addresses – Section 2
- Names – Section 3
- You, the applicant over 18 – Section 3
- Dates – Section 4
- (Start date 5 working days)
- Signature – Section 7
- Horizon receipt issued

*How many adults

Amount paid £ [ ]

Please mark to confirm identification seen – do not send customer ID with this form
- Original proof of name
- Original proof of address dated within the last 6 months

*Deceased/POA ID (1 required)

Original death certificate seen
- Original power of attorney, deputyship or similar legal authority seen
- Additional form or sheet attached in the case of additional names
- Please do not record any ID, credit or bank card details on the form.