Please complete both sides of the Redirection form before you sign it. By signing the form you confirm that you are entitled to apply to redirect the mail of all persons included in your application and that they are aware of how we may use their data.

**Your Payment**

For current prices go to royalmail.com/redirection

Applying Online, you can pay by debit or credit card.

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.

Applying by Phone, payment is by debit or credit card.

**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</td>
<td>UK or EU</td>
<td>1 individual + application fee + 1 extra person fee</td>
</tr>
<tr>
<td>3 months</td>
<td>Rest of the World</td>
<td>3 individuals + application fee + 2 extra person fee</td>
</tr>
<tr>
<td></td>
<td></td>
<td>5 individuals + application fee + 3 extra person fee</td>
</tr>
</tbody>
</table>

- 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.
- For Redirection prices or for more information about our concessionary discounts, please visit royalmail.com/redirection.
- For application by post – once checked, your documents will be returned to you within 10 working days. In the unlikely event we do not receive your documents, please ensure you keep a copy of all the documents you send to us.

**What are you agreeing to?**

- Please check all the details on this form and submit it to the Consumer Redirection service terms and conditions so please read them and conditions carefully beforehand. For full terms and conditions visit royalmail.com/redirection where you can find a link to our privacy policy referred to in them, or to write to Royal Mail Redirection Centre, Trent House, Media Way, STOKE-ON-TRENT ST1 5ST or call Customer Services on: 03457 777 888.
- For a paper copy of our privacy policy, please write to: Information Rights and Governance Team, 2nd Floor, Royal Mail, Pond Street, SHEFFIELD S98 6HR. Email: information.rights@royalmail.com
- 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.
- It is a criminal offence to redirect mail without proper authority.

**Signature**

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 that they are aware of how we may use their data.

**This is the identification we require**

For your security, we only accept original documents listed on the form; no other items will be accepted and ID is required for each different last name included in the Redirection.

**Returning your documents**

- For applications at a Post Office® branch – once checked, your documents will be returned to you immediately.
- For application by post – once checked, your documents will be returned to you within 10 working days. In the unlikely event we do not receive your documents, please ensure you keep a copy of all the documents you send to us.

**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
  - Have you got the correct ID?
  - We only accept original documents listed on the form

**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 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 the Redirection visit royalmail.com/serveymoredirection, 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 the dispute to resolve the matter.

Our agreement to provide you with the Redirection service is made up of this application form and 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 128383. Registered office 100 Victoria Embankment, London EC4Y 0HQ. All rights reserved.

Applying for a Consumer Redirection

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

You can also apply online at royalmail.com/redirection

**Going away?**

If you’re planning to be away from home, you’ll want to make sure you don’t leave any obvious clues, like mail on your door mat. Visit royalmail.com/keepsafe for more information.
How to fill in each section of your application form

1. What are your old and new addresses?
   To check that postcodes are correct you can visit our website at royalmail.com/find-a-postcode.

   Contact details
   • Please make sure your contact details are correct as we may need to contact you about your application.
   • If we cannot deliver an item to the new address we will return it to the sender with the new address on it. This means that we cannot guarantee that the new address will remain confidential.

2. Confirming your Redirection
   • We will send you a letter to confirm details of your Redirection. The letter will be sent to your old address if you apply close to your move date. If you want your new address removed from the letter, please mark the box on the application form with an ‘X’.
   • To help prevent fraudulent applications, we also send a security letter to the old address. This will be addressed to the occupier, to make them aware that a Redirection has been taken out from the address. It will show all the names of people listed on the form, but it will not show your new address.

3. Whose mail needs to be Redirected?
   You (the applicant)
   • You (the applicant) must be at least 18 years old to apply to redirect mail.
   • If you do not mark the box with ‘X’
   • If you mark the box with ‘X’, we will redirect mail for all persons at your old address who have the same last name(s).
   • If you do not mark the box with ‘X’, we will only redirect mail for the name(s) listed.

   Whole household move
   • If you mark the box with ‘X’, we will redirect mail for all persons at your old address who have the same last name(s).
   • If you do not mark the box with ‘X’, we will only redirect mail for the name(s) listed.

4. How long do you want us to redirect your mail for?
   • You can change your preferences at any time by calling Royal Mail Customer Services 0345 774 0740 or emailing hmmsoptout@royalmail.com. We take your data security and privacy very seriously. You can find the terms and conditions at 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 page 1 of this leaflet.

5. Keeping you informed
   • Royal Mail Group would like to keep in touch with you about our products, services 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 relevant box on the form.

   Offers and discounts for movers
   • To help you set up in your new home, we’ll like 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 relevant box on the form.