



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, PO BOX 944 STOKE-ON-TRENT ST1 5DB 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.



Royal Mail

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Important information and helping you fill in the form

For your security

- 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.
- Importantly, using our service will help to protect you against the real risk of ID theft if your important mail were to fall into the wrong hands.
- For your security we will not set up a Redirection unless we are satisfied as to your identity and authority to make an application.
- It is a criminal offence to redirect mail without proper authority.

Redirected mail

- We need at least 5 working days to set up or renew your Redirection.
- You can redirect Royal Mail Special Delivery Guaranteed and Royal Mail Signed For Deliveries within the UK (delivery may take longer).
- We cannot redirect mail from multi-occupancy addresses such as nursing homes, hostels, hotels or halls of residence. This is due to the high number of people living at the addresses with one communal letter box/reception.
- We can only redirect Royal Mail deliveries and will not be responsible for the delivery service provided by other postal operators.

Contact us

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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.

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.

2 Whose mail needs to be Redirected?

You (the applicant)

- You (the applicant) must be at least 18 years old to apply to redirect mail.
- As well as redirecting your own mail you can also apply for the mail of other people at your old address to be redirected to your new address – but only if (1) they have expressly consented to this; or (2) they are under 16 years of age and you are their parent or guardian.
- If there is not enough room on the application form please attach another form with the additional names. When completing number of individuals in section 2, please include these names.

Name(s) listed

- 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.

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.**

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 an 'X' in the relevant box on the form.

3 How long do you want us to redirect your mail for?

Set up

For a quick and easy way to apply, you can also apply, online at royalmail.com/redirection

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

If you wish to end your Redirection before the end of the period you have selected, please refer to the Cancelling a Redirection & refunds section in this leaflet.

Renewing your Redirection

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

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 wish to receive these, please mark an 'X' in the relevant box on the form.
- 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 might interest you. By submitting the Redirection 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 an 'X' in the relevant box(es) on the form.
- Royal Mail takes your privacy and security very seriously. For more details, please read our privacy policy which you can find at royalmail.com. To obtain a paper copy, please write to: Information Rights and Governance Team, 2nd Floor, Royal Mail, Pond Street, SHEFFIELD S98 6HR or email: information.rights@royalmail.com

6 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:

Length of service you want	Where the new address is	Number of people in the household
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 (Under 16's are free)

- 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**

7 What you are agreeing to

- Please complete both sides of the Redirection form before you sign it. By signing the Redirection form and submitting it you agree to the Consumer Redirection service terms and conditions so please read the terms 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 write to Royal Mail Redirection Centre, PO BOX 944, STOKE-ON-TRENT ST1 5DB 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.

8 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/cancelmyredirection**, write to Royal Mail Redirection Centre, PO BOX 944, STOKE-ON-TRENT ST1 5DB 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.