

Frequently Asked Questions - SecureDrop

What is SecureDrop?

SecureDrop is a service that allows a household to nominate an alternative delivery location at the property. When the postman attempts to deliver a larger item, too big to fit through the letterbox, the postman will leave the packet or parcel in the nominated **SecureDrop**.

The service does not apply to mail items which have special requirements such as Special Delivery or Recorded Delivery items. These items will still require collection from Commercial Street if you are not at home when delivery is attempted.

How does the service work?

There is an application form that must be completed to register the **SecureDrop** at your property and to authorise Jersey Post to leave your items in the **SecureDrop**. On this form you specify your **SecureDrop** and then once your form has been received and input, Jersey Post will always deliver larger items to your **SecureDrop** if no-one is at home when delivery is attempted. If an item is delivered to your **SecureDrop**, Jersey Post will put an advice note through your door to let you know something is waiting for you.

How much does it cost?

SecureDrop is a free service.

How do I choose my SecureDrop?

Your **SecureDrop** must:

- Conceal any packets that are left there. Please note that, under the terms of the service, Jersey Post's responsibility for any packets left in a **SecureDrop** will end once the item has been left in the **SecureDrop**.
- Protect packets from the elements - wind, rain and direct sunlight.
- Be safe and reasonably easy for our postal workers to access. The application form asks for brief directions to the **SecureDrop** and Jersey Post reserves the right to visit any **SecureDrop** that raises concerns. If, as a result of our visit, the **SecureDrop** is deemed to be unsuitable, we will contact you to discuss alternative options.

Examples of a **SecureDrop** include: shed or storage unit in back garden, an annex or outbuilding.

Can anyone sign up?

The only restriction for the **SecureDrop** service is that we are unable to offer **SecureDrop** to residents of flats or lodging houses. This is simply because there is rarely a unique **SecureDrop** for each of the residential

units in such buildings. The **SecureDrop** service is a residential service which is only available to domestic users. If you are a business and wish a bespoke delivery service, please contact our Customer Services team on **616590**.

How do I sign up?

To apply for this service, you will need to complete a Secure Drop application form and return it, together with both of the following:

- An original, or certified copy* of, a recent (dated within the last two months) utility bill, credit card or bank statement. (Please note - the name on this must match the name on the completed application form.)

Your application form and documents should be sent, or delivered in person, to Secure Drop, Customer Services, Jersey Post, Postal Headquarters, JERSEY, JE1 1AA.

Why do I have to provide this documentation?

Documentation is required to make sure that the service is only used by people who actually live at the relevant address.

How long does it take to set up the service?

Jersey Post will write to you to notify that your **SecureDrop** service has been activated, but on average, please allow up to 7 working days to set up the service from receipt of your completed application form.

What do I do if I move house?

If you move house, it is really important that you contact Jersey Post to advise them that you no longer require your **SecureDrop**. Please contact our Customer Service Team on **616616** or email customerservice@jerseypost.com to inform Jersey Post of your move.

How can I get more information on SecureDrop?

Our Customer Service Team are happy to help answer any questions or queries you may have on **SecureDrop**. They are available by calling **616616** or by emailing customerservice@jerseypost.com.

*A 'certified copy' is a copy which has been certified "as a true copy of the original" by a practising lawyer, accountant, doctor, or chartered secretary (ICSA qualified) or a police officer or a Member of the Royal Court. The name and position/qualification of the person certifying the document must be included and be legible.