

# Redirection Of Domestic Mail

## What the service offers

Jersey Post's domestic mail redirection services enables customers to have their mail redirected to an alternative address in Jersey, the UK or internationally for up to two years. The cost of the service depends of the length and destination of the redirection.

### To redirect mail without the authority of the addressee is a criminal offence.

To apply for this service simply complete the attached form and take it to your nearest Post Office with payment and the relevant identification - passport, driving license or valid bus pass, plus a recent utility bill, bank or credit card statement from the address you're wishing to redirect mail from. If you want to apply by post, we only accept payment by cheque payable to Jersey Post Ltd. A minimum of five working days is required to set up this service. You can also set up your Redirection service online at [www.jerseypost.com/redirection](http://www.jerseypost.com/redirection)

## 1. Details of your move

PLEASE COMPLETE IN BLOCK CAPITALS.

Title	First name	Surname	Signature	Date
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

**Current address** where mail is sent to now:

Address:

Country:

Postcode:

**New address** where you want mail redirected to:

Address:

Country:

Postcode:

### SecureDrop service

This allows you to have items left in a safe and weather-proof location within your home grounds to receive larger items when you're not home.

Do you have an existing SecureDrop set up at this address?

Yes If ticked yes, your SecureDrop will be cancelled from the date you select your redirection to start. Please ensure all items and barcodes are removed from your SecureDrop location.

No

Would you like a SecureDrop set up at your new address?

Yes If ticked yes, please sign up for the service using your new address as [www.jerseypost.com/securedrop](http://www.jerseypost.com/securedrop)

No (Applicable to Jersey residents only.)

### In case we need to contact you

Date you are moving from your old address:

Mobile number:

Email address:

Home telephone number:

Work telephone number:

## 2. When you want mail redirected

Start date

It takes 5 working days for us to process your application, so please select at least 5 working days from when you wish to start.

End date

Please tell us the last date you would like to have your mail redirected on.

This is the final date your mail will be redirected. However due to processing requirements, you may still receive your mail at the new address up to 2 working days after this date.

### Please redirect my/our mail for

You will be able to renew your Redirection at the end of this period, for up to a maximum of two years.

1 month  3 months  6 months  12 months

We may be required by law to pass on your redirection details to the Social Security or other States of Jersey Departments, so that they can update their records. Jersey Post reserves the right to refuse to redirect mail, to end the agreement at any time, or to withdraw the service.

### 3. Name and signatures of all householders requiring a redirection

Please include ALL names that need their mail redirecting from the household. Each person requesting the service must sign to authorise the redirection of their mail before we can process this application.

Please note that it is a criminal offence to apply to redirect mail without the authority of the addressee.

Title	First name <i>Including abbreviations and middle initial.</i>	Surname	Signature	Tick <i>If under 16.</i>

If the entire household is included in this move, please tick here

Please put any additional names and signatures on a blank sheet of paper and attach to this application. We cannot process your application unless each person involved has signed the form and provided the appropriate documentation.

It is very important that you let us know any abbreviations or other names you are known by (e.g. Edward may become Ted, Susan may become Sue) so that we can be sure to redirect all relevant mail.

### 4. Working out your payments

Use the table to find out the cost that applies to your redirection.

	LOCAL REDIRECTION	UK, IOM AND OTHER CI REDIRECTION	INTERNATIONAL REDIRECTION
<b>Up to 1 month</b>	£35.00	£60.00	£104.00
<b>Up to 3 months</b>	£56.00	£123.00	£212.00
<b>Up to 6 months</b>	£85.00	£208.00	£387.00
<b>Up to 12 months</b>	£131.00	£384.00	£647.00

Amount you are paying: £

### 5. When a person has died or you have power of attorney

This section is for use in special circumstances, where you may apply for the redirection of mail for a person:

Who has died. We need to see the original death certificate or an off ice copy (which can be obtained from the Registrar of Births, Marriages and Deaths). We also need to see identification in the name of the person making the application, as specified in sections 4 and 5.

Are you next of kin?  Personal representative e.g. executor?

For whom you may have Power of Attorney. We need to see a copy of the power of attorney document certified by a solicitor, together with ID in the name of the person making the application, as specified in sections 4 and 5.

If you are a solicitor acting as a personal representative in a professional capacity, we need to see an original or office/certified copy of the Grant of Probate or Grant of Letters of Administration. If you have Power of Attorney, we need to see a certified copy of the power of attorney document. If you are applying by post, we must receive payment by solicitor's cheque.

Name of person(s) for whom you are requesting redirection.

Title	First name	Surname	Other initials
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

## 6. Declaration and signature

I confirm that I have full authority for the redirection of mail addressed to person(s) named in this section. I agree to the terms and conditions of the Domestic Mail Redirection service.

Title	Full name	Signature	Date
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

By signing this form I agree that Jersey Post Group will hold my name on their mailing list. Only Jersey Post Group will use the personal data collected to contact you with offers that we deem may be of interest. Jersey Post Group will hold your data in accordance with its Privacy Policy, a copy of which is available from [www.jerseypost.com](http://www.jerseypost.com)

Please tick this box should you not wish to be included in the mailing list.

## 7. Checklist

By signing this application for the Redirection Service, you confirm that you have the authority of all the residents of the relevant address and all mail addressed to the property will be retained. You hereby agree to comply with the terms of this Service set out in this document, including Jersey Post's Terms of Business from time to time.

Payment  Identification - photo ID  Address verification

You must provide the following verification of identification to subscribe for this Service:

One of the following photo ID:

- Passport
- Driving licence
- Pensioners' bus pass

or

- a declaration from a qualified person\* that they have known you for at least 3 years and that the signature on the form is your true signature.

plus one of the following from the address you're wishing to redirect from:

- a utility bill
- a recent bank/building society statement
- credit card statement

\* A 'qualified person' is a practising lawyer, accountant or doctor, or a police officer or member of the Royal Court.

## 8. Keep in touch

### Join our mailing list

We'd like to send you the latest information and exclusive offers from Jersey Post by email. Please tick the below box if you wish to be contacted by us.

Yes please, I'd like to hear about your offers and services.

Please refer to our Privacy Policy at [www.jerseypost.com](http://www.jerseypost.com) for more details.

April 2022

# Jersey Post domestic redirection of mail terms and conditions

## 1. Definitions used in these Terms and Conditions

“**Application Form**” means the application form for the Service.

“**Client**” means the person(s) agreeing to these Terms and Conditions with Jersey Post.

“**Jersey Post**” means Jersey Post Limited of Postal Headquarters, La Rue Grèllier, La Rue Des Pres Trading Estate, St Savior, Jersey JE2 7QS and which shall, where the context allows, include its successors and any assigns.

“**Named User**” means any person or entity obtaining the benefit of the Service on behalf of the Client, including family members and anyone noted in section 3 of the Application Form.

“**Service**” means the Redirection of Domestic Mail Service.

“**Subsidiary**” means the meaning given to it under Article 2 of the Companies (Jersey) Law 1991.

“**Terms and Conditions**” means these terms and conditions.

“**Terms of Business**” means Jersey Post’s Terms of Business, a copy of which is available at [www.jerseypost.com](http://www.jerseypost.com), as amended from time to time.

## 2. Using the Redirection of Domestic Mail Service

### Application Form

Completion of the Application Form by the Client indicates agreement by the Client with these Terms and Conditions. Jersey Post has the right to refuse any application for the Service. All addresses must be correct and contain the correct postcode - for full and correct address details please contact the Customer Services Team on 616616 or email [redirectionofmail@jerseypost.com](mailto:redirectionofmail@jerseypost.com).

### Service and period of redirection

Jersey Post will commence the Service on the ‘Start Date’ set out in section 3 of the Application Form. Correctly addressed mail will be redirected to the “New Address” set out in section 2 of the Application Form. Mail which is not correctly addressed may not be redirected. Mail will be redirected for the period indicated in the Application Form.

The maximum period for redirection of mail is 2 years.

### Delay of redirected mail

Due to the additional operational burden associated with the Service, redirected mail may be delayed for up to 24 hours and Jersey Post has no liability for any delay as a result of the Service.

### Authority to redirect mail

The Client acknowledges that it is a criminal offence to redirect or attempt to redirect mail without the authority of the addressee. Jersey Post will refer any suspected unauthorised redirection to the appropriate authorities. Client’s compliance The Client will ensure that the use of the Service complies with: a. Jersey Post’s Terms of Business and any schemes and conditions for provision of the Service; and b. all laws, regulations and requirements applicable in Jersey or, where appropriate, any other law which may be relevant and including, without limitation, laws relating to anti-money laundering activities.

## 3. Variation of the Service

Mail Jersey Post cannot redirect

Jersey Post cannot redirect the following types of mail:

- Mail addressed to a multiple occupancy residence such as a hotel, a guest house, a nursing home, a college or similar.
- Special Delivery and Recorded Delivery items when the redirection address is outside the UK or Channel Islands. Please note that any redirection of Special Delivery or Recorded Delivery items within the UK or Channel Islands will not meet any delivery time guarantee which may have originally been placed on the relevant item and Jersey Post has no liability in that respect. Jersey Post will return non-deliverable items to the sender.
- Social Security and similar mail. We may be required by law not to redirect social security and similar mail and to pass on the redirection details to the Social Security Department. To prevent problems arising, Clients should contact the Social Security Department and advise them of the new address as soon as the Client knows it. For full and correct address details please contact the Customer Services Team on 616616 or email: [redirectionofmail@jerseypost.com](mailto:redirectionofmail@jerseypost.com) or log on to [www.jerseypost.com](http://www.jerseypost.com)
- Mail on which the sender indicates that the mail is not to be redirected.
- Items delivered to your old address by other delivery services and courier companies.
- Mail which is not correctly addressed.
- Parcel items (only letter mail) to UK and international destinations. Please ensure you update your address details with any online retailers you buy from to ensure delivery to your new address.

### Correct form of addressee

Where the addressee’s name on an item of mail is deemed by Jersey Post, at its sole discretion, to be ‘questionable’, Jersey Post has the right to deliver the item as addressed.

‘Questionable’ addressee details include, without limitation, where the addressee’s name is a nickname, abbreviation or where it is unclear whether an item is intended for the addressee notified on the Application Form.

### Redirecting from a PO Box

Jersey Post will only redirect from a PO Box which has been closed and for a period not exceeding 6 months. However, Jersey Post has the right to defer redirection until agreement from any relevant external authorities has been sought. Jersey Post will not redirect mail from a PO Box to another PO Box (but, to avoid doubt, will redirect from a physical address to a PO Box).

### Suspension or termination of the Service

Jersey Post, at its sole discretion, has the right to suspend, terminate or limit the Service at any time. In particular, Jersey Post may suspend or terminate the Service in relation to any Client at any time if the Client breaches any of the terms of these Terms & Conditions.

### Cancellation of the Service

Any cancellation of the Service by the Client must be made in writing and be signed by all relevant parties, including any Named Users.

## 4. Costs

### Charges

The charge for the Service varies according to the duration and destination of the redirection. The charges will be determined by Jersey Post annually and are subject to review at the discretion of Jersey Post.

### Payment

All payments for the Service must be made at the time of application. Jersey Post will not commence any redirection unless and until payment has been made in full and funds have cleared in respect of such payment.

### Refunds

No refund will be made in respect of a cancellation of the Service by Jersey Post as a result of a breach of these Terms and Conditions by the Client. As the Client chooses the initial period of redirection, no refund will be made where the Client wishes to cancel the Service prior to the date on which the Services are scheduled to end. Any other refund will be entirely at Jersey Post’s discretion.

## 5. Other

### Personal information

By requesting the Service, you hereby authorise Jersey Post to collect, process and store the personal information requested in the Domestic Redirection Service Application Form and to disclose it to parties who are required to know for the purpose of providing the Service, including any parties related to Jersey Post. Jersey Post is required to comply with data protection legislation applicable in Jersey.

### SecureDrop

Our free SecureDrop service lets you select a safe and weather-proof location within your home grounds as an alternative to your letterbox, so you can receive larger items even when you’re not home.

### Due diligence documentation required

Jersey Post requires verification of the identity of the Client who is applying for the Service as set out in section 4 of the Application Form. The Client must ensure that, in the event of any change to the information contained in such documents, the Client will provide Jersey Post with new documents recording such changes within 30 days of such changes occurring.

### Amendments to Terms and Conditions

Jersey Post reserves the right to amend these Terms and Conditions at any time. The provision of the Service is subject to compliance with these Terms and Conditions and the Client will forfeit all rights by a failure to comply with all or any of these Terms and Conditions.

**For further information, please contact the Customer Care Team on 616616 or email: [redirectionofmail@jerseypost.com](mailto:redirectionofmail@jerseypost.com) or visit [www.jerseypost.com](http://www.jerseypost.com)**