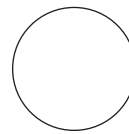


Redirecting business mail

Date stamp



Please complete this form in **black ball point** and write in **capital letters** in the white boxes only

1 Details of organisation or sole trader

Name of organisation

Names of any subsidiary organisations at the same address whose mail needs redirecting – remember we make a charge for each name (Please put any additional subsidiary names on a blank sheet of paper and attach it to this application.)

Abbreviations Please write any abbreviations for the organisation and subsidiaries – we do not charge for abbreviations. Example: "Royal Mail – RM".

If you are a sole trader and are also asking us to redirect your personal mail, please fill in your details below.

Title

First name

Signature

Surname

Middle Initials

Royal Mail gives no guarantee that your new address will remain confidential. If we cannot deliver an item to your new address for any reason, it may be returned to sender, with the new address showing.

We reserve the right to refuse to redirect mail and to end the arrangement at any time.

2 Details of your move

You must give us **correct** postal addresses and postcodes. To check that postcodes are correct you can visit our website at www.royalmail.com or call the Postcode Enquiry Line: weekdays 8am to 6pm on **09063 021 222** (calls charged at 50p a minute, and the maximum call charge is £5). Evenings and weekends call **08457 111 222** (calls charged at local rate). Prices correct at date of publishing. **We must have both old and new addresses below.**

Old address – where your mail is sent now. We will inform some organisations that you are no longer at your old address.

Postcode

New address – where you want your mail redirected to

Postcode

Old daytime telephone number (including area codes)

New daytime telephone number (including area codes)

3 Which other Royal Mail services do you use? Please mark with an 'x' where appropriate

Business Collection

Large User Postcode

PO Box

Business Reply and Freepost Services

Timed Delivery

Franking Machine

Please note you need a valid licence to continue to use your franking machine.

Other

Enter the franking machine die number here

4 To help us meet your needs in the future Please mark with an 'x' where appropriate

Number of employees

1-10

11-50

51-100

101+

How many letters do you receive on an average day?

0-49

50-250

251-500

501+

Why are you moving?

Larger premises needed

Business relocating

Organisation ceasing to trade

Smaller premises needed

Other

5 How long do you want your Redirection for? Please mark with an 'x' where appropriate

The Home Office Identity Fraud Steering Committee recommends that to reduce the risk of Identity fraud when you move, use Royal Mail's Redirection Service to direct your mail from your old address to your new one for at least a year.

Date you are moving from old address

If you would like your Redirection to end on a specific date please state the end date

How long do you want your Redirection for?

12

6

3

1 month

We can only redirect mail from a PO Box for up to six months

Please mark here if you will be returning to your old address

We need at least five working days to set up your provisional Redirection. Please allow one extra day for postage to our national processing centre (address on the envelope).

6 Working out your payment

Use the table below to find out the cost of the Redirection and then multiply this amount by the number of different company names to get the total cost.

	Abroad (Airmail)		
	UK (VAT Exempt)	EU (incl.VAT)	Rest of the World (Zero VAT)
12 months	£81.72	£150	£135
6 months	£54.45	£100	£90
3 months	£27.20	£65	£59
1 month	£16.21	£30	£27

Example: You are asking us to redirect mail to an address in the UK for 12 months for an organisation that trades under two different names. The total amount you pay is **£163.44** (12 months at £81.72 x 2).

Amount you are paying

£

No refund is possible once a Redirection has started. Prices are valid from 4th April 2011.



7 Applying for your Redirection by post

ID will be treated confidentially and returned. We take the security of your mail very seriously. When supplying bills and statements as ID, they must be dated within the last three months.

How to pay – You can pay using a company cheque, made payable to 'Royal Mail Group Ltd or franking machine labels to the value of the Redirection. Sole traders can also pay by personal or business account cheque.

Identification you need to send – We need **original identification (not photocopies)**. All ID must relate to the name of the organisation given in section 1 and show the address you are moving from. We will return ID within 10 working days. For your records, please take a copy of the identification before sending it to us.

Together with this form you need to send one of the items from the list below as proof of ID (**only items from this list can be used for postal applications**).

- A company bank/building society/credit card statement
- Two different utility bills (NOT a mobile phone or a store/charge card statement and bills printed from the internet are not valid).
- A business rate demand
- Two different invoices

For sole traders, we accept personal or business account bank/building society/credit card statements.

8 Applying for your Redirection at a Post Office® branch

We take the security of your mail very seriously. If you are supplying bills and statements as ID, they must be dated within the last three months.

How to pay – We accept payment by cash, debit or credit card or company cheque, made payable to Post Office Ltd. Sole traders can pay by personal or business account cheque. Personal cheques must be supported by a valid cheque guarantee card. We cannot accept franking machine labels as payments.

Identification we need to see – We need two forms of **original identification (not photocopies)**. One from List A and one from List B. All ID must relate to the name of the organisation given in section 1 and show the address you are moving from. Payment by cheque counts as ID from List A. Please keep copies of documents that you submit. **Lists below are only to be used for applications made at Post Office® branches.**

List A (proof of name)

- Payment by company cheque/cheque book
- Company credit card
- Company registration document

List B (proof of address)

- Two different utility bills (NOT a mobile phone or a store/charge card statement and bills printed from the internet are not valid).
- Company bank/building society statement
- Company credit card statement
- Two different invoices

For sole traders we also accept the following:

List A (sole traders only)

- Bank/building society book
- Full passport (any nationality)
- Personal or business account cheque book
- Personal or business account cheque guarantee/credit/debit card

List B (sole traders only)

- Driving licence – photocard D740
- Personal or business account bank/building society statement
- Personal or business account credit card statement

9 Declaration and signatures

I declare that I have full authority to redirect the mail of the business or organisations named in section 1

If you are a limited company, two current directors or partners or officers of the organisation must sign to give authorisation to redirect the mail.

If your business is a Limited company with only one director, please produce your company registration which shows that there is only one director or send it in with the application form to our Redirection centre. By signing this form you certify that you have read, accept and agree to the enclosed Redirection terms and conditions.

We are a

- Limited company (a limited company cannot be a sole trader)
 Partnership
 Sole Trader
 Club, society, charity or voluntary organisation

- We are a liquidator, receiver or trustee in bankruptcy

Name

Position Date

Name

Position Date

Signature

Signature

If you have marked the liquidation/receiver box, please provide a copy of the court order, resolution, notice or other evidence – eg. letter on headed paper showing your appointment as liquidator, receiver or trustee in bankruptcy, which has been certified by a solicitor.

Data Protection Act 1998 – Royal Mail Group Ltd and Post Office Ltd have notifications with the Information Commissioner in line with the Data Protection Act 1998 (the Act). We reserve the right to pass your application details to other organisations to prevent fraud and/or money laundering.

We will inform other licensed postal operators of your Redirection details to enable them to deliver mail.

If you are a sole trader, we would like to send you information and relevant offers from Royal Mail Group Ltd and other organisations. If you don't want this, please mark "x" in the box.

- If you are a sole trader, as a further service at no extra cost, we can provide your new address to organisations that already have your old address so they can update their contact lists. If you do not want this service, please mark 'x' in the box

It is a criminal offence to apply to redirect mail without proper authority.

Post Office branch/Office use only – Please complete all sections

List A (proof of name)

- Cheque guarantee/credit/debit card
 Driving licence – photocard
 Bank/Building Society book
 Payment cheque
 Passport
 EU member state identity card

List B (proof of address)

- Two different utility bills from the last 3 months (NOT a mobile phone or a store/charge card statement and bills printed from the internet are not valid)
 Credit card statement
 Driving licence – paper counterpart D740
 Original mortgage statement
 Council tax payment book
 Recent bank, Building Society or Credit Union statement or passbook (no more than 3 months)

Please do not record any ID, Credit or Bank card details on the form.

Liquidation/receivership/bankruptcy docs seen

Staff signature

FAD Code

Section 1 'Organisation' complete

Section 2 'Addresses' complete

Sections 5 and 6 'Duration & Payment' complete

Section 9 'Two signatures required' complete

Please dispatch DAILY to Redirection Centre using ENV2130 ST





Terms and Conditions for the Royal Mail Business Redirection Service

Our agreement with you is made up of the Redirection application form and these terms and conditions.

1. Definitions

1.1 The words defined in the form, and those set out below, apply to these terms and conditions (terms):

agreement means the form and these terms

application means the application made by you for a redirection by completing and signing the form and paying the required fee

form means the form for requesting a redirection

new address means the address to which your mail is to be redirected, as detailed in your application

old address means the address in the UK where your business is currently, and from which you require post to be redirected, as detailed in your application

redirection means our service where mail is redirected from the old address to the new address

redirection term means the length of time you requested that we provide the redirection, as stated in your application (being one month, three months, six months, or twelve months) and with any renewal made under clause 6

we, us, our, and **ours** means Royal Mail Group Limited

working day means any day other than Saturday or Sunday or any Bank Holiday or other national holiday; and

you and **your** means the person or organisation that makes the application

2. Your application

2.1 We will not set up a redirection unless we are satisfied as to your identity and authority to do so. A list of the items we will accept as evidence of these requirements are in the form.

2.2 We do not have to accept your application. We can refuse an application where we have a good reason for doing so, for example if the law prohibits us from implementing the redirection.

2.3 If we choose not to accept your application, or if we are unable to implement the redirection, we will tell you by writing to the old address and refund any fees already paid by you.

2.4 You must tell us immediately if any of the information you gave us in the form has changed or will change.

3. **Applications in special circumstances** (unlikely to occur except in relation to sole traders)

3.1 We may accept an application for mail addressed to a deceased person that was a sole trader made by (in order of priority) the person holding:

3.1.1 The Grant of Probate;

3.1.2 Letters of Administration;

3.1.3 an executor named in the will; or

3.1.4 the holder of a certified copy of the death certificate.

3.2 We may accept an application relating to mail addressed to a person who has given a Power of Attorney to the person making the application.

3.3 We may accept an application relating to mail addressed to a bankrupt made by the appointed Trustee in Bankruptcy and/or the Official Receiver, provided that we are given confirmation of the appointment and any supporting information we ask for.

3.4 We will set up and provide a redirection if required to do so by a Court order.

3.5 If there is any dispute as to whom is entitled to apply for a redirection, for example if more than one person makes an application relating to mail addressed to a particular person, we may hold the mail for a period of ten working days to enable the parties in dispute to obtain a Court order that confirms the identity of the person permitted to make the application.

3.6 If an application is made by a person not otherwise provided for above, we may implement the redirection if we are satisfied as to the identity and authority of the applicant. We may ask the applicant to sign additional forms and provide supporting information for any application.

4. **Confirming the redirection**

4.1 Upon receiving an application, we will send a letter acknowledging receipt of the application (a **confirmation notice**) to the old address. However, if you have already moved from the old address or have requested that a redirection takes effect within five working days of the date of your application, we will send the notice to both the old address and the new address.

4.2 Unless we receive any communication as a result of sending out the confirmation that indicates that further investigation is required as to the validity of your application, we will provide the redirection.

5. **Duration of the redirection term**

5.1 We will provide the redirection for the redirection term. This will start on the later of:

5.1.1 five working days from the date we acknowledge your application by sending you a confirmation notice – see 4.1 above, (unless we agree otherwise); and

5.1.2 the date you tell us in your application.

5.2 Unless you extend the redirection term in accordance with clause 6, we will stop providing the redirection at the end of the redirection term.

5.3 The maximum redirection term is two years, including any extensions. This is reduced to six months for a redirection from a PO Box.

6. Extensions to the redirection term

6.1 If you require the redirection to be supplied for longer than the redirection term selected on the application, you should make an extension application by phone, post or online. This must be done within ten working days of receiving a renewal letter to ensure an uninterrupted service. Renewals cannot be made at a Post Office™. Redirections can be extended up to the maximum period stated in clause 5.3.

6.2 You cannot extend a redirection more than 3 months after it has expired. You will need to complete a new application if this happens.

6.3 There is a charge for extending the duration of the redirection. The charges are variable. Current prices are available from customer services, Post Offices, and are shown at www.royalmail.com/redirection. We will confirm the price to you at the time you request an extension.

7. Limitations on the service and timing of deliveries

7.1 Redirection can only be provided to a single new address.

7.2 The old address must be within the United Kingdom.

7.3 In making an application, you accept that the redirection may impact upon delivery times. We will use our reasonable endeavours to deliver your redirected mail in accordance with our usual timescales but this is not guaranteed and delays may occur. You should make alternative arrangements with the sender (such as using the new address) if timely delivery is critical. We will not be liable to you for any reasonable delay in delivering redirected mail.

7.4 Guaranteed delivery dates, such as those provided under the Special Delivery service, do not apply to redirected mail. Special Delivery and Recorded Signed for items will still require a signature on delivery.

7.5 We can redirect your post to a British Forces Post Office address but cannot redirect from a British Forces Post Office address.

7.6 We do not provide redirections to addresses outside the UK for Special Delivery or Recorded Signed for items. Any items sent to you through these services while a redirection is in place will be returned to the sender. If you are expecting items to be sent to your old address using one of these services you should tell the sender to use your new address.

7.7 We will only redirect items that are sent using our postal services. Parcelforce Worldwide items will not be redirected.

7.8 There are laws that prevent us from redirecting certain items. There are also laws that require us to return certain items to the sender and we may need to inform the authorities

of this (for example, mail from government departments related to benefits). Even if we accept your application, any such items will not be redirected to your new address.

7.9 We do not have to provide you with the redirection if you do not keep to the agreement(s) you have with us or any other reasonable terms we tell you about. Neither do we have to provide you with the redirection if we consider it unsafe or unreasonable for you to expect us to do so.

8. Payment

8.1 You agree to pay us our current fee for your redirection. We will not start the redirection until we have received cleared payment in full.

8.2 The charges do not include VAT. You must pay any VAT due on the charges.

8.3 The price of the redirection depends on the redirection term and the number of names stated on the form. The charges are variable. Current prices are available from customer services, Post Offices, and are shown at www.royalmail.com/redirection .

8.4 There is an additional charge for each different name included in a redirection, even if it relates to the same business, although abbreviations such as 'plc' and 'limited' are accepted without additional charge.

8.5 If you pay for the redirection using a debit or credit card, the debit or credit card must be registered at the old address (except where you are making an application for a deceased sole trader or renewing the redirection term) and any refund will be made to the card used.

9. Liability

9.1 Our duties to you under this agreement and otherwise arising in relation to it are limited to providing the redirection service as set out in this agreement.

9.2 If we do not provide the redirection because of our negligence, we will credit you on a pro rata daily basis for each working day when we did not provide the redirection and that will be our only liability to you except for liability that cannot by law be excluded or limited, such as liability for death or personal injury caused by our negligence.

9.3 Nothing in this agreement affects your rights under a scheme or contract for the delivery of a postal item. The conveyance of a postal packet, letter or any other items under our postal services, which are subject to this agreement is governed either by a scheme made under the Post Office Act 1969, Postal Services Act 2000, or a contract with us, and compensation for loss of, or damage to, such an item, or if we deliver an item late is provided by that scheme or contract and not this agreement. You can find out more about the schemes at www.royalmail.com/termsandconditions .

9.4 You will be liable to pay to us our reasonable expenses incurred as a result of defending any action taken against us by an additional person or organisation, (or the estate of any deceased person or the authorised representative of any insolvent or dissolved company) or other third party, where you were not authorised to make an application on behalf of that person or organisation and you knew or should have known that and have no reasonable explanation for having done so, provided we have followed our processes for checking entitlement to apply for a redirection. Such expenses will include our reasonable legal costs incurred in defending any action, negotiating any settlement and in paying any amount awarded by a court as a result of an action brought by such a person or organisation.

10. Cancelling before the redirection begins

- 10.1 You may cancel the redirection before it starts provided that we receive your cancellation no later than seven working days before the start of the redirection term.
- 10.2 Upon cancellation under clause 10.1 the full price paid will be refunded to you within seven working days. Alternatively, if you wish we may agree to suspend the redirection or move the start date.

11. Cancelling once the redirection has started

- 11.1 You may end this agreement after the redirection has started by telling us at least five working days' in advance. If you wish to do this you must tell us by writing to the address set out in clause 13.1. We can end this agreement or stop providing the redirection by giving you at least 30 days' warning by writing to your new address.
- 11.2 We will end this agreement and terminate the redirection immediately if:
- 11.2.1 we believe that you are not entitled to the redirection;
 - 11.2.2 your credit card, debit card or cheque payment is dishonoured or refused by your bank; or
 - 11.2.3 we are required to do so as a result of a court order or any other legal or regulatory decision or requirement.
- 11.3 Either you or we can end this agreement immediately by giving notice to the other if the other is breaking any of its responsibilities under this agreement and:
- 11.3.1 they cannot do anything to put the matter right; or
 - 11.3.2 they can do something to put the matter right, but fail to do so within 14 days of being asked.
- 13.4 If either of us ends this agreement, we will keep the rights we have against each other up until the date the agreement ends.

14. Changes to this agreement

14. We can change the terms of this agreement or introduce new terms for our services. If we reasonably believe the change benefits you, we may implement it as and when we decide and tell you about it within 30 days. We will tell you at least 30 days before any other change.

15. Notices

- 15.1 All notices must be given to us in writing. You must send them to us by post to Royal Mail Redirection Centre, PO BOX 944, STOKE-ON-TRENT ST1 5DB.
- 15.2 We will generally address any notices to you at the new address. However if we have good reason to consider another address as more appropriate, we reserve the right to send any notice to that address instead or in addition to the new address.
- 15.3 Unless otherwise stipulated in this agreement, we will class any notice to have been given two working days after the date it was posted.

16. Confidentiality

- 16.1 The redirection is not confidential. Any undelivered item may be returned to the sender bearing details of the redirection address.
- 16.2 We may confirm the existence or not of a redirection to any third party who we consider has a legitimate right to such information.

17. Matters beyond our reasonable control

- 17.1 We will not be responsible to you if we are not able to provide the redirection because of something beyond our reasonable control (such as war, acts of terrorism, extreme weather conditions, earthquakes, fire, floods, traffic congestion, mechanical breakdown (including of machinery, equipment, and vehicles), any public or private road being blocked, or industrial action and the outcomes of it if this prevents us from providing our usual service). We will try to tell you promptly about any such events.
- 17.2 If we are not able to carry out our duties fully for more than four weeks in a row, you can end this agreement by telling us in writing.

18. General

- 18.1 A person who is not a party to this agreement will not have any right or benefit under or in connection with it.
- 18.2 If any court with the correct authority finds any part of the agreement to be invalid, illegal or unenforceable, this will not affect the other parts of this agreement.
- 18.3 Each of us acknowledges that we cannot transfer the rights and duties under this agreement without the consent of the other, such consent not to be unreasonably withheld or delayed. You can use another person to carry out any of your duties as long as you tell us first. You will be responsible to us for any action that person takes or fails to take. We can use others to perform our duties and exercise rights but we will be responsible for them.
- 18.4 This agreement is governed by the laws of England and Wales. The relevant courts of the United Kingdom will have exclusive jurisdiction in relation to the agreement.

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