## Redirecting personal mail from a private address

For more about our Redirection service, to apply online, current prices and for the terms and conditions visit [royalmail.com/redirection](http://royalmail.com/redirection).

### 1 What are your old and new addresses?

<table>
<thead>
<tr>
<th><strong>Old address</strong> – where would you like the mail redirected from?</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>New address</strong> – where are you moving to?</td>
</tr>
</tbody>
</table>

- **Postcode**  
- **Date of move**

### 2 Who’s mail needs to be Redirected?

<table>
<thead>
<tr>
<th><strong>Title</strong></th>
<th><strong>Full first name</strong> (You, the applicant – the person signing the form)</th>
<th><strong>Middle initial(s)</strong></th>
<th><strong>Last name</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Date of birth</strong></td>
<td>D D M M Y Y</td>
<td></td>
<td></td>
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</tr>
</tbody>
</table>

If under 16, mark with an ‘X’.

**To support our operational processes, is your whole household included in this move?**

- **Number of individuals having their mail redirected**
  - Number of adults
  - Number of under 16’s

### 3 How long do you want your mail redirected?

- **Do you intend to move back to your old address?**
  - Yes
  - No

- **Please redirect my/our mail for**
  - 12 months
  - 6 months
  - 3 months

- **When do you want the Redirection to start?**
- **Start on this date:**

- **Please redirect my/our mail for**
  - 12 months
  - 6 months
  - 3 months

- **Stop on this date:**

### 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 want to receive these, please mark an ‘X’ in the box**

You can change your preferences at any time by calling Royal Mail Customer Services 0345 774 0760 or emailing [hmssoptout@royalmail.com](mailto:hmssoptout@royalmail.com). We take your data security and privacy very seriously. To find out more, see our [privacy policy](http://royalmail.com/privacy).
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 this 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 'X' in the relevant box(es) below:

- Post
- Telephone
- Email
- Text

We may, on occasion, still need to send you important service messages. 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 see the leaflet accompanying this form.

6 Your Payment
For current prices go to royalmail.com/redirection. 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>The number of people in the household</th>
</tr>
</thead>
<tbody>
<tr>
<td>12 months or 6 months or 3 months</td>
<td>UK or EU or Rest of the World</td>
<td>For example: 1 individual = application fee</td>
</tr>
<tr>
<td></td>
<td></td>
<td>2 individuals = application fee + x1 extra person fee</td>
</tr>
<tr>
<td></td>
<td></td>
<td>3 individuals = application fee + x2 extra person fee (Under 16's are free)</td>
</tr>
</tbody>
</table>

For information on our concessionary discount, go to royalmail.com/redirection.

7 What you are agreeing to
Please complete both sides of this form before signing below. By signing this form you agree to the Consumer Redirection Service terms and conditions, so please read them carefully beforehand. 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 the leaflet accompanying this form. It is a criminal offence to redirect mail without proper authority.

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.

8 This is the identification we require for your security
Proof of identification must be from the items below – no other items are acceptable.
You can also apply online, by phone or by Textphone (for deaf and hard of hearing). See 'Applying for a Consumer Redirection' leaflet for details.

*Please mark ‘X’ in the appropriate box.

Applying at a Post Office® Branch
Payment by cash, debit or credit card

For each different last name, you must provide 2 forms of original identification:

- 1 current and valid proof of name from this list:
  - Credit/debit card
  - Bank/building society book
  - Passport
  - Driving licence – photocard
  - EU member state identity card
  - Birth certificate (under 16’s only)

And
- 1 current and valid proof of old address from this list (over 16's only):
  - Original utility bill (NOT a mobile phone/ store/charge card statement or bills printed from the internet)
  - Original mortgage statement
  - Original bank or building society statement or passbook

Applying by post
Payment by cheque only, made payable to Royal Mail Group Ltd.

For each different last name, you must provide:

- A separate cheque that matches each different last name.

And

For proof of old address, you must provide:

- Original (not photocopy or printed from the internet) utility bill, bank/building society or credit card statement (NOT a mobile phone/ store/charge card statement or bills printed from the internet) dated within the last 6 months. Each bill or statement must show the old address and match the last name.

Please keep a copy of all the documents you send to us.

Total number of documents enclosed: ___________

All documents supplied will be returned to you.

Post Office® branch use only – It is mandatory that all sections must be completed

- *You must check all the following: please tick to confirm
  - Date stamp on front
  - ‘Addresses’ complete – Section 1
  - All ‘Names’ complete – Section 2
  - ‘Names’ complete – Section 3
  - ‘Dates’ complete – Section 3
  - Signature complete – Section 7
  - Horizon receipt issued

- *How many adults
  - Amount paid

- *Please complete to confirm identification seen – do not send customer ID with this form
  - Original proof of name
  - Original proof of address dated within the last 6 months
  - Original ID to confirm concessionary rate

Please do not record any ID, credit or bank card details on the form. Please dispatch DAILY to Redirection Centre using ENV2130ST only. Please date stamp front page of form.