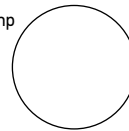




# Redirecting mail in special circumstances

For more about our Redirection service, current prices and for the terms and conditions visit [royalmail.com/redirection](http://royalmail.com/redirection), for a paper copy please see the leaflet accompanying this form.

Date stamp



Redirection Centre Use Only

Royal Mail Special Circumstances Redirection Application Form  
23rd March 2020

## 1 Have you got the correct form?

This form is to be used when applying for a Redirection application on behalf of someone who has died or for whom you have power of attorney, deputyship or similar legal authority. If you need to redirect mail for more than 2 people from and to the same addresses, please provide full names and dates of birth for each person on a separate sheet of paper. We will also need relevant ID as detailed in our terms and conditions.

## 2 Which addresses would you like mail redirected from and to?

Please use CAPITALS and a blue or black pen for all your answers. Questions marked with \* are mandatory.

To check that postcodes are correct you can visit our website at [royalmail.com/find-a-postcode](http://royalmail.com/find-a-postcode)

\*Old address – where would you like the mail redirected from?

Address lines for old address

\*Postcode

Postcode field

### You (the applicant) contact details

Your mobile number

Mobile number field

Your email address

Email address field

We always send an acknowledgment letter to you. If you don't want us to include the new address in the letter, please mark this box with an 'X'

We will also send a security letter to the old address.

\*New address – where would you like the mail redirected to?

Address lines for new address

\*Postcode

Postcode field

Landline number at this address

Landline number field

Will there be a dog at this new address? To help our staff deliver your mail safely, please mark with an 'X'.  Yes  No

We cannot redirect mail from a multi-occupancy address such as a nursing home, boarding house, hotel or hall of residence.

If we cannot deliver an item to the new address for any reason, it may be returned to sender with the new address on it. This means that we cannot guarantee that the new address will remain confidential.

## 3 Names

Your name and details (the person applying for the Redirection)

\*Title (Mr, Mrs, Ms etc.) \*Full first name Middle initial(s)

Name fields for applicant

\*Date of birth       Must be at least 18 years old

\*Last name

Last name field for applicant

If you also reside at the same old address and you want your mail to be redirected to the same new address, please mark this box.

Details of the person whose mail you want redirected

\*Title (Mr, Mrs, Ms etc.) \*Full first name Middle initial(s)

Name fields for recipient

\*Last name

Last name field for recipient

If you would like us to redirect all variations of first names, please mark this box with an 'X'.

I am applying for a Redirection on behalf of someone:

Who has died. We need to see the original death certificate or interim death certificate or an office copy (which you can get from the Register of Births, Marriages and Deaths). We also need to see identification in the name of the person applying, as shown in section 8.

OR

For whom I have power of attorney, deputyship or similar legal authority. We need to see a copy of the power of attorney, deputyship or similar legal authority document certified by a solicitor, together with ID in the name of the person applying, as shown in section 8.

If you are applying to redirect mail for more than one person, please fill out the details relating to the second person below:

\*Title (Mr, Mrs, Ms etc.) \*Full first name Middle initial(s)

Name fields for second person

\*Last name

Last name field for second person

If you would like us to redirect all variations of first names, please mark this box with an 'X'.

I am applying for a Redirection on behalf of someone:

Who has died. We need to see the original death certificate or interim death certificate or an office copy (which you can get from the Register of Births, Marriages and Deaths). We also need to see identification in the name of the person applying, as shown in section 8.

OR

For whom I have power of attorney, deputyship or similar legal authority. We need to see a copy of the power of attorney, deputyship or similar legal authority document certified by a solicitor, together with ID in the name of the person applying, as shown in section 8.

\*Number of individuals having their mail redirected Number of adults  Number of under 16's

## 4 How long do you want mail redirected?

Please mark 'X' in the appropriate boxes.

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

\*Please redirect mail for:  12 months  6 months  3 months or stop on this date:

## 5 How we use the data

We may pass the name and address of a person who has died to other organisations to prevent further mail being sent. We will also pass these application details and information regarding the status of your Redirection to organisations to prevent fraud and/or money laundering. By law, we have to pass on Redirection details to The Department of Work and Pensions and Local Authorities, so they can update their records. Further information about the use of your data is also contained in the Redirection terms and conditions.

## 6 Your Payment

For current prices go to [royalmail.com/redirection](https://royalmail.com/redirection). The price of the service is based on:

Length of service you want	Where the new address is	Number of people
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 (Fees are applicable for anyone over the age of 16)

## 7 What you are agreeing to

\*Signature of the person applying for the Redirection:

Signature

**If you (the person applying for the Redirection) do not sign the form we cannot process your application.**

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](https://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 as required by law.

## 8 This is the identification we require

For your security, we need to verify your identity to set up your Redirection. We require different forms of identification depending on how you apply. Proof of identification must be from the items listed below; no other items are acceptable.

If you are a solicitor acting as a personal representative, we need to see an original or office/certified copy of the Grant of Probate or Grant of Letters of Administration and death certificate.

You can apply by post or at a Post Office® branch, see leaflet for details.

**The person applying for the Redirection in section 3 must provide the following ID; no other items are acceptable.**

\*Please mark 'X' in the appropriate box.

\*Please mark 'X' in the appropriate box.

### Applying at a Post Office®

1 valid proof of new address from this list dated in the last 6 months:

- |   |   |
|---|---|
| <input type="checkbox"/> Original utility bill (NOT a mobile phone/store/charge card statement or bill printed from the internet) | <input type="checkbox"/> Original credit card statement |
| <input type="checkbox"/> Original bank or building society statement or passbook  | <input type="checkbox"/> Original mortgage statement    |

AND

1 valid form of proof of name of person applying for the Redirection from this list:

- |   |  |
|---|--|
| <input type="checkbox"/> Credit/debit card          | <input type="checkbox"/> Driving licence – photo card  |
| <input type="checkbox"/> Bank/building society book | <input type="checkbox"/> EU member state identity card |
| <input type="checkbox"/> Passport                   |  |

AND

- |   |    |  |
|---|----|--|
| <input type="checkbox"/> Original death certificate or interim death certificate (or a certified office copy) | OR | <input type="checkbox"/> Power of attorney, deputyship or similar legal authority document certified by a solicitor (or a certified office copy) |
|---|----|--|

### Applying by Post

Send to Royal Mail Redirection Centre,  
PO Box 944, STOKE-ON-TRENT, ST1 5DB.

1 valid proof of new address from this list dated in the last 6 months:

- |   |   |
|---|---|
| <input type="checkbox"/> Original utility bill (NOT a mobile phone/store/charge card statement or bill printed from the internet) | <input type="checkbox"/> Original credit card statement |
| <input type="checkbox"/> Original bank or building society statement  | <input type="checkbox"/> Original mortgage statement    |

AND

Proof of name of the person applying for the Redirection:

- Payment by cheque** – The cheque needs to be in the name of the person requesting the Redirection. If power of attorney, deputyship or similar legal authority is held, the cheque can be in the name of the person the Redirection of mail is for, providing the power of attorney, deputyship or similar legal authority is detailed on the cheque. If you are a solicitor you can pay by a solicitor's cheque. Cheques made payable to **Royal Mail Group Ltd**. The power of attorney, deputyship or similar legal authority document must show your name.

AND

- |   |    |  |
|---|----|--|
| <input type="checkbox"/> Original death certificate or interim death certificate (or a certified office copy) | OR | <input type="checkbox"/> Power of attorney, deputyship or similar legal authority document certified by a solicitor (or a certified office copy) |
|---|----|--|

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 – All boxes must be completed

\*You must check all the following:  
Please mark to confirm

- |   |                          |
|---|--------------------------|
| Original proof of name  | <input type="checkbox"/> |
| Original proof of address dated within the last 6 months          | <input type="checkbox"/> |
| Date stamp on front   | <input type="checkbox"/> |
| 'Addresses' complete – Section 2                                  | <input type="checkbox"/> |
| 'Names' complete – Section 3                                      | <input type="checkbox"/> |
| You, the applicant over 18 – Section 3                            | <input type="checkbox"/> |
| 'Dates' complete – Section 4 (Start date, allow 5 working days)   | <input type="checkbox"/> |
| 'Signature' complete – Section 7                                  | <input type="checkbox"/> |
| Horizon receipt issued  | <input type="checkbox"/> |
| Please dispatch DAILY to Redirection Centre using ENV2130ST only. |                          |

\*You must complete the following boxes:

How many adults  Total fee taken £  .

Deceased/POA ID (1 required)

- |  |                          |
|--|--------------------------|
| Original death certificate seen  | <input type="checkbox"/> |
| Original power of attorney, deputyship or similar legal authority seen | <input type="checkbox"/> |
| Additional form or sheet attached in the case of additional names      | <input type="checkbox"/> |

Please do not record or send any ID or payment details with this form.

Branch code

POL Horizon User ID

