



INFORMATION SHEET FOR REDIRECTING YOUR MAIL

LOCAL REDIRECTION

Royal Gibraltar Post Office can redirect your mail in Gibraltar from your old address to your new address for a period of 12 months. The cost for this service is **£50.00** and 5 names per address is included.

Please note you must have recently lived at the address from which you are now redirecting mail. To redirect mail without proper authority is a criminal offence.

INTERNATIONAL REDIRECTIONS

A service for International Redirection is also available. If you are moving abroad for up to a year. The cost for International Redirections depends on the size of your business.

The cost for international redirection is **£75.00 (per different surname)** for a period of 12 months

BUSINESS REDIRECTIONS

Business redirection prices depend on mail volumes and the amount of company names involved.

NOTE: This notice will remain on record for a year, but it is desirable that immediate steps are taken to acquaint correspondents with the new address.
The Post Office does not undertake the redirection of mail for persons temporarily leaving home; nor does it undertake to redirect letters addressed to Clubs, Hotels, Boarding houses or Lodgings

Redirection application (on behalf of)

We can also redirect mail on behalf of someone for whom you have power of attorney or any other legal document. The below mentioned requirements only apply for these special circumstances. Please take note of the section below if the circumstances you are applying are the following:

A person who has died

- We require the original death certificate or an office copy. This can be obtained from the Civil Status Registry.
- Proof of authority to apply, i.e. as an executor of a Will (Grant of Probate) or as Administrator of the estate of the deceased (Letters of Administration) or any other certified legal document as proof of next of kin.
- ID of the applicant as specified in the section “about your ID”.

Personal representative or Power of Attorney.

- Certified copy of legal document/power of attorney.
- ID of the applicant as specified in the section “about your ID”.

Addresses we cannot redirect from

A multiple occupancy residence, e.g. hotel, guesthouse, nursing home, college or similar accommodation.

HOW TO APPLY AND DOCUMENTS NEEDED

1. Complete the relevant application form at the Post Office, 104 Main Street with correct identification and payment if necessary. Also online on post.gi
2. Every person included in the redirection application must sign the redirection form.
3. We cannot process applications without proper submission of ID, payment or signatures.
4. For your security, we will send you written acknowledgement of your request and start redirecting your mail 3-5 working days after receipt of your application.
5. At the end of your redirection, any mail addressed to you at your old address will be delivered as addressed. Redirections will not be renewed after 12 months.
6. Unfortunately, we can only make minor changes to your redirection (such as spelling corrections) once it has started.

Please note we require FIVE working days to set up your redirection. Please contact our Customer Care Officer at 104 Main Street on 200 75714 or by email on cco@post.gi for further information.

How to pay

We accept payment **in sterling only** by cheque, debit card or online payment link.

Identification required

- Residents – ID card (new version). If you produce the old version, please supply a utility bill.
- Non-residents – Passport & letter from Landlord.

About your ID

ID **must show the address you are moving from.**

If all the applicants share the same surname, we only need to see identification in the name of the person submitting the application.

Please note that your application will be refused unless we receive valid ID for each different surname.

An ID card must be produced for a child under 16 who holds a different surname to the applicant's surname.