

## CLAIMS PROCEDURES – IOM POST OFFICE

We aim to acknowledge completed claim forms within two working days of their receipt and these are handled by the Customer Service team who are available to assist Monday to Friday 9am until 5pm. Claim forms are available at all Post Office Counters and can be downloaded off our website <https://www.iompost.com/tools-forms/useful-forms> - claim

### HOW TO CONTACT CUSTOMER SERVICES

By Telephone: 664664 Option 1

By Email: [customer.services@iompost.com](mailto:customer.services@iompost.com)

By Post: Customer Services, POHQ, Spring Valley Ind Estate, Douglas IM2 1AA

Via our website. [www.iompost.com/contactus](http://www.iompost.com/contactus)

Via our Facebook page (Isle of Man Post Office)

### CLAIMS TIMEFRAME SUMMARY

Destination	Claim to be made within	Resolution period	Compensation Paid by BACS (if applicable)
Isle of Man <b>(lost/damaged)</b> for standard and Signed For services	1 month	10 working days	Within 15 working days after resolution
UK inc CI & Northern Ireland <b>(delay)</b> for guaranteed product (Special Delivery and Parcelforce 24/48 + HM Forces Parcelforce)	12 months	2 working days	Within 15 working days after resolution
UK inc CI & Northern Ireland <b>(lost/damaged)</b> for standard and Signed For services	12 months	15 working days	Within 15 working days after resolution
International Trackable products (Royal Mail)	6 months	25 working days	Within 15 working days after resolution
Standard airmail	6 months	2 days	Within 15 working days after resolution
International Parcelforce	6 months	25 working days	Within 15 working days after resolution

**Parcelforce 24/48 claims will be acknowledged within 2 working days and passed to Parcelforce for resolution. They will respond to your claim within 10 working days.**

If you are not happy with the way we are dealing with your claim, you can request escalation to the Customer Services Manager.

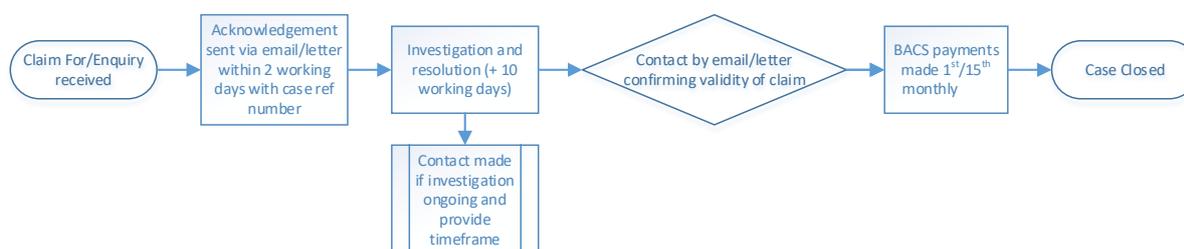
If a claim remains unresolved for 3 months, either party may refer it to the Tynwald Commissioner for Administration. Contact details are as follows:

By Post: Legislative Buildings, Finch Road, Douglas IM1 3PW

By Email: [ombudsman@parliament.org.im](mailto:ombudsman@parliament.org.im)

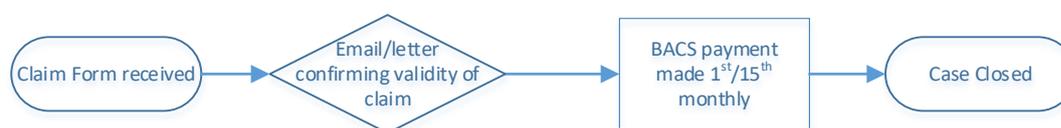
### **LOCAL MAIL (LOST OR DAMAGED)**

We will acknowledge your completed claim form by email or letter and confirm a Case Reference number within 2 working days of receipt. We will investigate in accordance with our procedures and a response provided no later than ten working days after acknowledgement. If an enquiry requires further investigation, a timeframe will be provided in writing or by email. Compensation will be awarded, if appropriate, in accordance with the service used within 15 working days of the enquiry being completed and paid via BACS.



### **DELAYED GUARANTEED MAIL ITEM (SPECIAL DELIVERY/PARCELFORCE)**

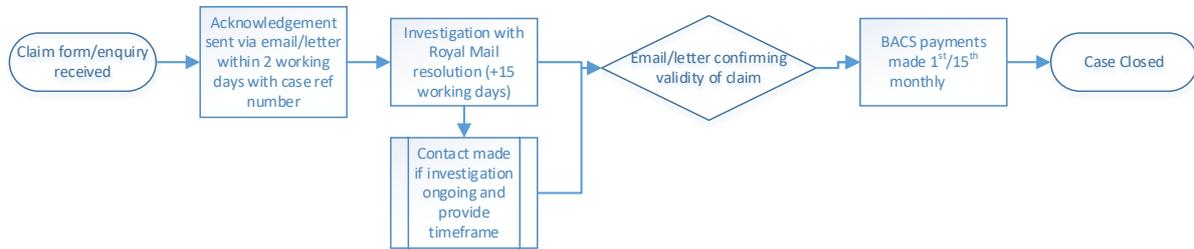
We will acknowledge receipt of your completed claim form confirming the validity of your claim and refund of postage by email or letter within 2 working days. **Please note compensation is paid via BACS on 1<sup>st</sup> and 15<sup>th</sup> monthly and only made payable to the sender. IOMPO does not offer consequential loss compensation.**



### **LOST OR DAMAGED UK (inc Channel Islands and Northern Ireland) (Standard, Signed For & Special Delivery)**

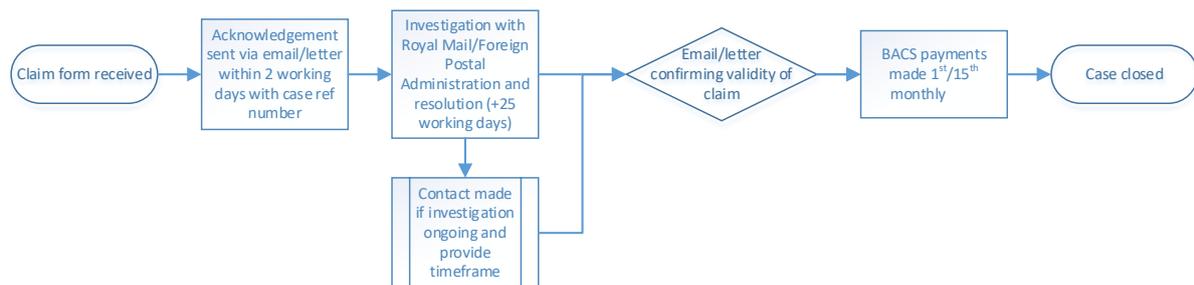
When items are not delivered or are received damaged, a claim form is required to be completed before any investigations are made. Upon receipt of this completed claim form along with proof of postage and evidence of value, we will send an acknowledgement by email or letter within 2 working days. Investigations will be made with Royal Mail/Parcelforce in accordance with our standard

procedures and a response provided no later than 15 working days from the date of acknowledgment. Compensation will be awarded, if appropriate, in accordance with the service used within 15 working days of the enquiry being completed and paid via BACS.



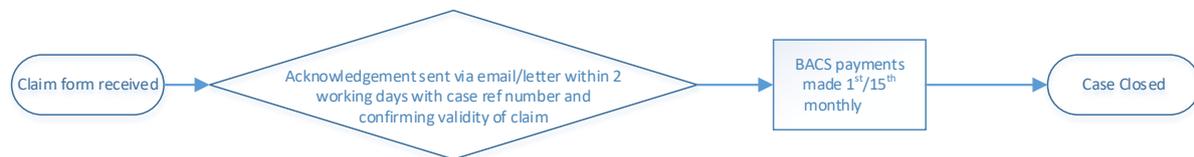
**LOST OR DAMAGED INTERNATIONAL TRACKABLE SERVICES (inc Eire)**

When items are not delivered or are received damaged, a claim form is required to be completed before any investigations are made with Royal Mail and the foreign postal administration. We will investigate in accordance with our procedures and a response provide no later than 25 working days. Compensation, if appropriate, will awarded in accordance with the service used within 15 working days of the enquiry being completed and paid via BACS.



**INTERNATIONAL STANDARD AIRMAIL ENQUIRIES**

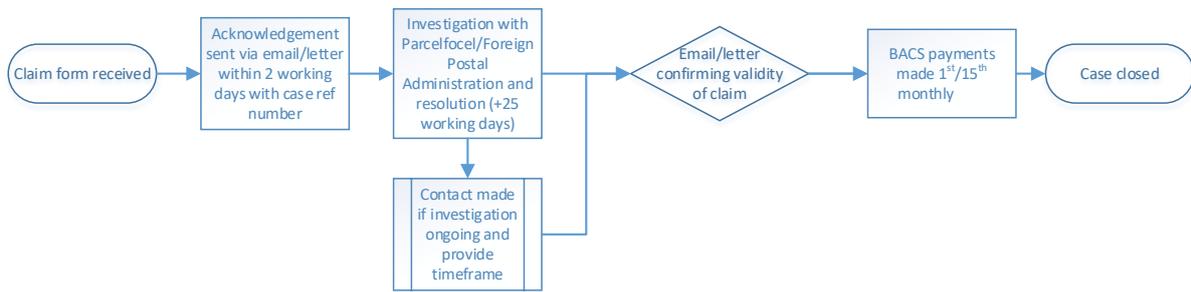
Under Universal Postal Union agreements, we are unable to make any investigations with foreign postal administrations for standard airmail. We will require our claim form to be completed and proof of postage plus evidence of value to be provided. Confirmation of non-receipt from the recipient will be required for any compensation to be paid.



**INTERNATIONAL PARCELFORCE SERVICES**

When items are not delivered or are received damaged, a claim form is required to be completed before any investigations are made. Upon receipt of this completed claim form along with proof of postage and evidence of value, we will send an acknowledgement by email or letter within 2 working days. Investigations will be made with Parcelforce and the foreign postal administration in accordance with our standard procedures and a response provided no later than 25 working days from the date

of acknowledgment. Compensation will be awarded, if appropriate, in accordance with the service used within 15 working days of the enquiry being completed and paid via BACS.



### **Compensation summary**

Type of service	Lost	Damaged	Delayed
	i.e. If it is confirmed that the item has not been delivered, and the original proof of posting is provided, compensation is available:	i.e. If the damage has been confirmed and packaging was sufficient in accordance with our published guidelines, compensation is payable:	If it is confirmed that the item was not delivered by the guaranteed time, and the delay has been caused by Isle of Man Post Office or contracted partners:
<b>Letters/Packets</b> (Isle of Man, UK and Channel Islands)	Up to the value of £20 + refund of postage.	Up to the value of £20 (refund of postage is not applicable)	No compensation is payable
<b>Special Delivery</b> Isle of Man, UK and Channel Islands)	Up to £2,500 + refund of postage, depending on insurance level purchased and contents	Up to £2,500 depending on insurance level purchased (refund of postage is not applicable)	Only postage fee will be refunded
<b>Signed For</b> (Isle of Man, UK and Channel Islands)	Up to the value of £50 + refund of postage.	Up to the value of £50 (refund of postage is not applicable)	No compensation is payable
<b>International standard airmail letters/packets</b>	Up to the value of £20 + refund of postage (on confirmation of non-receipt)	Up to the value of £20 (on confirmation of damage) (refund of postage is not applicable)	No compensation is payable
<b>International Trackable products</b> (letters/packets) <b>Subject to variation from country to country</b>	Up to £50 + refund of postage. If enhanced insurance was purchased, the maximum compensation payable is up to £250 + refund of postage	Up to £50 (refund of postage is not applicable) If enhanced insurance was purchased, the maximum compensation payable is £250 (refund of postage is not applicable)	No compensation is payable
<b>Parcels – Standard Local</b> (IOM to IOM)	Up to the value of £20 + plus refund of postage.	Up to the value of £20 (refund of postage is not applicable)	No compensation is payable

<p><b>Parcelforce – Express 9, 10, AM, 24hr &amp; 48hr</b> (UK &amp; IOM)</p>	<p>For each consignment, up to £2,500 (except 48hr in which case £2,450) + refund of postage (this is subject to the level of insurance purchased. If no enhanced insurance was purchased, the maximum compensation payable is £200 per consignment for Express 10 and AM, £100 for Express 24hr £50 for Express 48hr + a refund of postage.</p>	<p>For each consignment, up to £2,500, (except 48hr in which case £2,450) subject to the level of insurance purchased. If no enhanced insurance was purchased, maximum compensation payable is £200 per consignment for Express 9, 10 and AM and £100 for Express 24hr and £50 for Express 48hr (refund of postage is not applicable)</p>	<p>The postage cost may be refunded as follows:  100% for Express 10 and AM, 50% for Express 24hr 25% for Express 48hr.  For Express 10 and AM, a maximum of 50% of the cost of postage may be paid if delivery is made on the due date but not before the agreed time</p>
<p><b>Parcelforce – Global Value</b></p>	<p>For each consignment, up to £100 + a refund of postage, subject to the level of insurance purchased. If enhanced insurance was purchased, a maximum compensation payable is £500 + a refund of postage</p>	<p>For each consignment, up to £100 + a refund of postage, subject to the level of insurance purchased. If enhanced insurance was purchased, a maximum compensation payable is £500 (refund of postage is not applicable)</p>	<p>No compensation is payable.</p>

**Time Limits**

We are unable to settle claims for items posted over:

- 1 month for local to local Isle of Man,
- 12 months for UK (inc Channel Islands and Northern Ireland)
- 6 months for International. (Royal Mail services)

**UK Parcelforce claims must be made within 30 days from posting date.**

**Global Value & HM Forces Parcelforce claims must be made within 120 days from posting date.**

**Privacy Notice**

Please see our website, [www.iompost.com/privacy notices](http://www.iompost.com/privacy%20notices) for further information