

## Need more information?

If you require any help completing the form, or have any queries, please ask at your local Post Office or telephone Customer Services on 01624 664664.

## Important notes

1. Customers must cancel the service in writing. Isle of Man Post Office will not refund the fee if the customer cancels the service after it has started. If the service is cancelled before the start date a refund will be given, subject to an administration fee.
2. If mail is addressed jointly, Isle of Man Post Office will deliver the mail as addressed unless both parties agree in writing that one or a third party will receive it.
3. If you wish to amend the forwarding address on an existing Redirect, this can be done in writing, but will incur an administration fee.
4. To redirect mail without proper authority is a criminal offence.

Isle of Man Post Office takes your privacy seriously. The information you provide on this form will only be used for the delivery of this service and held in accordance with the Isle of Man General Data Protection Regulation. For the full privacy notice please visit [www.iompost.com/Privacy](http://www.iompost.com/Privacy)

# Redirect

## Gys Enmys Noa

Moves your mail when  
you move home

For residential customers

### Redirect Service

Isle of Man Post Office Postal Headquarters  
Spring Valley Industrial Estate  
Douglas  
ISLE OF MAN  
IM2 1AA

**Tel: 01624 664664**

**Fax: 01624 698464**

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

Aug 2020

Isle of Man  
Post Office  
Oik Postagh Ellan Vannin

# Redirect

# Redirect

## Makes sure mail follows you home

### Stay in touch with your mail

Moving house means remembering 101 different things. So leave one of them to us. Whether you're moving locally or overseas, forever or just temporary, Isle of Man Post Office can redirect all your mail for up to two years.

Redirection is a cost-effective way of continuing to receive mail sent to your former address when you move home or business.

We can even redirect Special and Signed For Deliveries (within the British Isles only), although obviously these will take a little longer than usual so the guaranteed delivery times won't apply. We can also redirect mail for someone who has died, or for whom you have power of attorney.

### Preventing identity fraud

Your identity and personal information are valuable. Criminals can find out your personal details and use them to open bank accounts and get credit cards, loans, state benefits and documents such as passports and driving licenses in your name.

The Isle of Man Financial Services Authority recommends that, to reduce the risk of Identity fraud when you move house, you should use a mail redirection service to direct your mail from your old address to your new one for at least a year. For more advice on identity fraud please visit [www.gov.im/fcu](http://www.gov.im/fcu)

### How it works...

Simply complete and sign the attached application form.

Please present your completed application form and proof of identification (see Important Information for acceptable proof of identification – we will need ORIGINALS) with the correct payment at any Post Office Counter or post to:

Redirect Service, Isle of Man Post Office Postal Headquarters,  
Spring Valley Industrial Estate, Douglas, ISLE OF MAN, IM2 1AA

If sending through the post, we recommend sending your original documents using our Special Delivery service. Your original documents will be returned to you by Special Delivery on day of receipt.

We will send you a written acknowledgement of your application to your old address and start redirecting your mail as requested.

# Important Information

Two weeks before your redirection is due to end we will contact you again to check if you would like your redirection period to be extended. Mail will be delivered as addressed upon the expiry of your redirection.

To give us ample time to process your request, please complete and return your application form at least one week before you would like Redirect to start.

### Acceptable proof of identification:

- Passport, birth certificate, driving licence or bank card AND either a current household bill or TV Licence. Documents need to be originals (NOT photocopies) and relate to the old address. Please supply one from each category. Please photocopy original documents before posting. Household bills must be within the last three months.
- Applicants above the age of 18 must sign the application form. In the case of minors a parent or guardian must sign.
- Separate ID is required for each individual aged 18 years or over.
- In the case of deceased, if more than one person has power of attorney, signatures must be supplied by all parties concerned.

### Please note

- **Our redirection service is only applicable to letter mail. We cannot redirect Parcels.**
- Whilst we can redirect Special Delivery and Recorded items within the British Isles, we are unable to deliver these items if you have moved abroad – these items would be returned to sender. Please note that delivery times guarantee will not apply for redirected items.
- We may be required by law not to redirect Social Security and other benefits mail. We advise that you contact your Local Authority or benefits office as soon as possible to inform them of your new address.
- IOMPO will not redirect mail if there are variations on addressee names which are not highlighted on the application
- IOMPO are not able to accept applications for customers who have the same initial and surname as someone remaining at the old address
- The maximum period mail can be redirected for is two years.

### For further information concerning

- Flats without their own letterbox
- Communal delivery points
- Probate
- Business mail redirections
- Any exceptions or limitations to this service

Please contact Customer Services on 01624 664664

# Personal Details

Please read the instructions carefully and enter your details in all sections in BLOCK CAPITALS.

Please list all the names that the redirection will concern. It is a legal requirement that a signature is obtained for all persons.

Parents or Guardians must sign on behalf of those under 18.

1 Title Full name Under 18✓

Signature

2 Title Full name Under 18✓

Signature

3 Title Full name Under 18✓

Signature

4 Title Full name Under 18✓

Signature

We are unable to process applications unless each person over 18 years requesting the service signs.

Please supply any additional names and signatures on a blank sheet of paper.

# Old Address

House number/name

Street

Locality

POST TOWN OR REGION

Postcode (essential)

# New address

House number/name

Street

Locality

POST TOWN OR REGION

Postcode (essential)

# Payment

A fee is payable for **each different surname**.

Cheques should be payable to **Isle of Man Post Office**

(please ✓)	To: IOM & UK	To: EU (Airmail)*	To: Rest of World (Airmail)
3 Month	<input type="checkbox"/> £45.76	<input type="checkbox"/> £98.80	<input type="checkbox"/> £81.12
6 Month	<input type="checkbox"/> £79.04	<input type="checkbox"/> £178.88	<input type="checkbox"/> £149.76
1 Year	<input type="checkbox"/> £142.48	<input type="checkbox"/> £327.60	<input type="checkbox"/> £273.52

\* Prices for redirection to EU Countries include VAT at the standard rate.

Please ✓ if you are returning to your old address

# Your Consent and Instructions

Please ensure that you have read the important information section on this form prior to submitting your application.

I declare that the information provided on this application is true and complete to the best of my knowledge.

By signing this form, you agree to the Redirection Service Terms & Conditions, as set out at [www.iompost.com/Redirect](http://www.iompost.com/Redirect). You can also find a link to our Privacy Notice at [www.iompost.com/Privacy](http://www.iompost.com/Privacy).

Name

Signature

Date

Contact Telephone Number

Start Date

Finish Date

- We reserve the right not to redirect your mail and to terminate this arrangement at any time.
- Please be aware that false statements can lead to prosecution.

Your Tick List (See acceptable proof of identification)

- |  |  |
|--|--|
| <input type="checkbox"/> Passport          | <input type="checkbox"/> Death Certificate       |
| <input type="checkbox"/> Household bill    | <input type="checkbox"/> Power of Attorney       |
| <input type="checkbox"/> Driving Licence   | <input type="checkbox"/> Bank Card (Do not post) |
| <input type="checkbox"/> Birth Certificate | <input type="checkbox"/> TV Licence              |

Originals please or certified copies. If sending through post we recommend using our Special Delivery service. Please photocopy original documents before posting.

# Official Use Only

A fee is payable for **each different surname**.

Cheques should be payable to **Isle of Man Post Office**

LIST A

Passport

Driving Licence

Birth Certificate

Bank Card (for Counter applications only)

LIST B

Household bill

TV Licence

Death Certificate

Power of Attorney

Counter Clerk

Date

Affix self adhesive  
till receipt here