



Media Release

SingPost to continue deliveries nationwide; households and businesses encouraged to clear letterbox regularly

- ***Most mail and packages to be sent directly to letterbox to minimise contact***
- ***Select post offices to remain open; customers encouraged to use self-service options***
- ***Post office staff redeployed to help deliveries amid manpower shortage***

Singapore, 6 April 2020 – Singapore Post Limited (SingPost) will continue to operate even as Singapore implements an elevated set of social distancing measures, aimed at reducing movements and interactions among people in public and private spaces.

Between 7 April 2020 and 4 May 2020, SingPost will continue to provide postal services with some service adjustments to protect the health and safety of customers and employees.

Changes to mail and parcel delivery

Mail delivery will proceed normally across Singapore. However, there may be some delays as [previously announced](#).

Small items that can fit into the letterbox, including those with tracking capabilities such as Registered Service items, will now be sent directly to the letterbox.

If the item is too large to be delivered to the letterbox, SingPost will deliver it to the customer's door with minimum contact with the recipient. Since March, SingPost has introduced [contactless delivery options](#) for items that require signature receipts, including obtaining pre-authorisation to leave the items at the door or for our staff to sign on behalf of the recipient.

Businesses that are open during this period of time will continue to receive their mail normally.

For businesses that are closed, all mail, including items with tracking capabilities such as Registered Service items, will be sent to their letterbox. As businesses tend to have larger volumes of mail, we encourage all businesses to ensure that their letterbox is cleared regularly so that mail can be delivered.

In the event that the letterbox is full, a note will be left in the letterbox to notify businesses that the letterbox is full. We will hold the mail for five days and attempt to deliver the mail again after this period.



Adjustments to Post Office operations

In line with the government's recommendation to minimise the number of employees working on-site, SingPost will operate 24 out of its 56 post offices, from 7 April 2020 to 4 May 2020.

All services, including postal services, bill payments, banking and government services, will continue to be offered at these post offices during this period of time.

The following post offices will continue to operate:

1. Alexandra
2. Ang Mo Kio Central
3. Bedok Central
4. Bukit Batok Central
5. Bukit Merah Central
6. Bukit Panjang
7. Bukit Timah
8. Chinatown
9. Choa Chu Kang Central
10. Clementi Central
11. Crawford
12. General Post Office
13. Hougang Central
14. Jurong East
15. Jurong Point
16. Macpherson Road
17. Novena
18. Pasir Ris Central
19. Punggol
20. Sengkang Central
21. Tampines Central
22. Toa Payoh Central
23. Woodlands Central
24. Yishun Central

All remaining post offices will be closed during this period of time and staff members will be redeployed.

All self-service options, including POPStations and SAM machines, will continue to operate. We encourage customers to use the self-service options as far as possible.

In compliance with MOH's earlier recommendation, we will continue to enforce health and safety guidelines implemented earlier, including capacity controls at all post offices, safe



distancing measures, temperature taking as well as personal contact details collection for contact tracing purposes.

Customer advisory

During this period of time, we appeal to all customers to do the following to ensure that they still receive their items coming through the postal system:

- 1. Clear letterboxes regularly during this period of time.** As postal services will continue to operate as normal, it is important for households and businesses clear the letterbox regularly so that mail can continue to be delivered.
- 2. For senders, indicate recipient's contact number and a return address.** This will allow SingPost to contact the recipient to arrange for delivery, where necessary. In the event the recipient cannot be reached and the item cannot be delivered, the return address will allow for a safe return of mail or package to the sender.
- 3. For customers who have ordered items from online retailers, please update the delivery address.** Many customers order items to be sent to their offices, which may be closed during this time. As SingPost is unable to redirect items the moment they are sent to us, we urge all customers to make the change in delivery address where necessary with their respective online retailers.
- 4. For customers who have a Registered Service item or large package to be collected from the Post Office, please do so by Monday, 6 April.** Some post offices will be closed between Tuesday, 7 April and Monday, 4 May.

As the situation is dynamic, we encourage customers to visit www.singpost.com/covid-19-updates for the latest updates.

Singapore Post has a long legacy in Singapore, having weathered many storms over the last 162 years as we strive to connect Singaporeans with each other and to the rest of the world, and this time – despite the challenges – is not any different.

We seek the understanding from members of the public during this difficult time, as we keep our national postal system going.

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About Singapore Post Limited

For more than 160 years, Singapore Post (SingPost), as the country's postal service provider, has been delivering trusted and reliable services to homes and businesses in Singapore. Today, SingPost is pioneering and leading in eCommerce logistics as well as providing innovative mail and logistics solutions in Singapore and around the world, with operations in 19 markets.

Building on its trusted communications through domestic and international postal services, SingPost is taking the lead in end-to-end integrated and digital mail solutions. The suite of SingPost eCommerce logistics solutions includes front end web management, warehousing and fulfilment, last mile delivery and international freight forwarding.