

## Mail Redirection Service Terms & Conditions

### 1 DEFINITIONS AND INTERPRETATION

- (i) "Subscriber" means the main applicant of the Service;
- (ii) "Additional Applicants" means the additional applicants bearing the same address as the "Subscriber";
- (iii) "Service" means the mail redirection service provided by SingPost which allows a recipient of mail who has moved to a new address to continue to receive mail bearing the previous address;
- (iv) "Working day" means Mondays to Fridays (excluding public holidays); and
- (v) Any capitalized term not defined in these Mail Redirection Service Terms & Conditions shall have the meaning ascribed to it in the SingPost General Terms & Conditions.

### 2 FEE PAYABLE

2.1 The Subscriber shall pay fees for the Service as follows:

Period Applied For Type of Application	First Month (S\$)*	Second Month (S\$)*	Subsequent Month (S\$)*
Business (to a local address)	\$30.00	\$40.00	\$50.00 per month
Business (to an Overseas address)	\$55.00	\$65.00	\$75.00 per month
Residential (to a local address)	\$20.00	\$30.00	\$40.00 per month
Residential (to an overseas address)	\$45.00	\$55.00	\$65.00 per month

- (i) The maximum duration of the Service is six (6) months at any one time. Subsequent request for extension will be considered as renewal of the Service on a monthly basis and the fees for each subsequent month shall apply. However, a minimum of one (1) month's fee is payable notwithstanding that the period of Service is less than one (1) month.
- (ii) The above fees apply for each unit address, regardless whether it is a business or residential address, for which an application for the Service has been submitted. For the avoidance of doubt, in the event that a Subscriber requires the Service for multiple units (with different unit numbers) on the same floor of a building, a separate application for the Service must be submitted for each office unit and the Subscriber shall pay fees for the Service under each application in accordance with the above table.

2.2 Any application for the Service made within one (1) month after the expiry of the Service may, subject to SingPost's sole discretion, be considered as an extension of the Service. Any application for the Service made one (1) or more calendar month after expiry of the Service shall be considered as a new application, and the Subscriber shall pay the applicable fees accordingly.

### 3 PAYMENT MODE

3.1 The Subscriber may make payment according to the payment modes available at SingPost's website at <https://www.singpost.com/corporate-mail-redirection> for business entities and <https://www.singpost.com/personal-mail-redirection>, for individual.



- 3.2 For extension of duration of the Service, the Subscriber may make payment according to the payment modes as stated in the extension notice (issued by SingPost prior to expiration date).
- 3.3 For online extension of duration of the Service, the Subscriber may make payment via SingPost SAM website at <https://mysam.singpost.com>.

#### **4 POSTAGE APPLICABLE**

- 4.1 For redirection within Singapore, no additional postage charge is payable.
- 4.2 For further redirection from the country of original destination to another country, the Subscriber shall pay any additional postage or charges which may be levied by the country of original destination in accordance with the International Postal Regulations. For clarity, SingPost shall not be able to determine and/or advise on the status of mails that are redirected overseas.

#### **5 AVAILABILITY OF SERVICE**

- 5.1 SingPost may offer the Service in its sole discretion and only if the mail can be redirected from the address indicated. Subject to determination and discretion of SingPost, the Service may commence two (2) working days after the receipt of the duly completed application by SingPost and full payment of fees. Subscriber will be informed of the date of Service activation via email or mail prior to start of Service. SingPost reserves the right to determine at its sole and absolute discretion all matters arising out of or in connection with the Service, including but not limited to the eligibility for the Service. SingPost's determination of all matters relating to this Service shall be final and binding.
- 5.2 Application for redirection of mail CANNOT be accepted in any or all the following circumstances:
- (i) If the previous or the new address (not being an overseas address) is not an official address approved by IRAS and without an allocated 6-digit postal code.
  - (ii) Mail addressed to clubs, hotels, boarding houses, or lodgings or where mail is delivered to a central point or to a box used for the receipt of mail addressed to several tenants in the same premises, such as a 'multi-dwellers' residential premises, sub-tenants, sub-agents, or address used for corporate secretariat service etc.
  - (iii) Buildings which are demolished, in the course of being redeveloped or in any state which makes distribution to such building impractical or impossible.
  - (iv) Mail addressed to only an entire building without specifying official subdivided units.
  - (v) Mail care of (i.e. c/o) another person at a private residential premises.
  - (vi) Mail that is not posted through SingPost.
  - (vii) Mail sent by Speedpost Islandwide Courier Service.
  - (viii) Mail sent via incoming Express Mail Service (EMS).
  - (ix) Mail that is posted to a My Mail Box, P.O. Box or Lock Bag address.
- 5.3 All applications for the Service must be made on SingPost's prescribed form which is available at SingPost's website at <https://www.singpost.com/corporate-mail-redirection> for business entities and <https://www.singpost.com/personal-mail-redirection>, for individual.



- 5.4 Where the Subscriber is a corporate entity, the application form must be accompanied by valid documents, including but not limited to the Business Registration Certificate and an authorization letter bearing the entity's name and rubber stamp and must be duly signed by any manager, director, or partner of the entity.
- 5.5 For business application, up to three (3) associated companies bearing the same address are allowed under same application. Once the foregoing limit has been reached, a separate application for the Service must be submitted for additional associated companies and the Subscriber shall pay fees for the Service for each application in accordance with Clause 2.1.
- 5.6 For business application, mail care of (i.e. c/o) the exact name (s) of the company under the application shall be redirected.
- 5.7 Where the Subscriber is an individual, the Subscriber must furnish his/her original Singapore identity card and/or passport when submitting the application at a SingPost post office for verification purposes. Where more than one (1) person require the Service, the Subscriber must furnish photocopies of all Additional Applicants' Singapore identity card and/or passport for verification purposes. The application form to be submitted must be duly signed by all the persons named in the said form for consent. Notwithstanding anything contained herein, where there is more than one (1) addressee named on the mail, SingPost shall carry out the Service only if all the addressees had applied for the Service and bear the same old and new address stated in the same application form. In addition, the Service will only be carried out if the mails to be redirected exactly match the names as provided in the application form.
- 5.8 Notwithstanding anything contained herein, the Service will not be accepted if an individual is found to have applied more than (1) application form for the Service bearing different old and new addresses.
- 5.9 For residential application, up to six (6) names (maximum) bearing the same address are allowed under same application. A separate application for the Service must be submitted for additional names once the maximum has been reached and the Subscriber shall pay fees for the Service under each application in accordance of Clause 2.1.
- 5.10 For applicant below eighteen (18) years of age, and/or has no passport or identification papers, a parent or legal guardian has to declare on the service application form that the said parent or legal guardian is applying on behalf of the minor.
- 5.11 For an application to redirect a deceased person's mail, a certified true copy of the Grant of Probate or Letter of Administration in respect of the deceased's estate must be furnished.
- 5.12 Redirect of mail will require additional 1 to 2 Working Days to process the mails to be redirected, which will thereafter be delivered according to the delivery standard applicable to respective mail type.

## **6 TERMINATION**

### **6.1 By the Subscriber**

- (i) The Subscriber may terminate the Service by giving SingPost a written notice of at least seven (7) Working Days. The Subscriber shall pay an administrative fee of Singapore Dollars Ten (S\$10.00)\* if the Service is terminated before the expiry of the duration of the Service. The effective termination date shall be as stated in the Subscriber's written notice or the date of receipt by SingPost of the said written notice, whichever is later.
- (ii) In the event that the Subscriber terminates the Service prior to the expiry of the subscription period, whether in accordance with Clause 6.1(i) or otherwise, the subscription fees with respect to any unused portion of the subscription period shall be refunded.



## 6.2 By SingPost

- (i) SingPost may terminate the Service at any time without notice, if, in the opinion of SingPost, the Subscriber, the Additional Applicants or any other person has used, attempted to use or is likely to use the Service subscribed by the Subscriber in contravention of any applicable law or in any manner which would or may cause any irritation, annoyance, embarrassment, harassment, disturbance or nuisance of any kind whatsoever to or otherwise be prejudicial to the interests of any person (including SingPost). In such an event, the Subscriber shall not be entitled to any refund of the subscription fees with respect to any unused portion of the subscription period.
- (ii) SingPost may terminate the Service immediately without notice in the event that the Subscriber breaches any of these Mail Redirection Service Terms & Conditions. In such an event, the Subscriber shall not be entitled to any refund of the subscription fees with respect to any unused portion of the subscription period, without prejudice to any other rights or remedies SingPost may have against the Subscriber under these Mail Redirection Service Terms & Conditions, in law or equity.
- (iii) SingPost may terminate the Service immediately without notice on grounds of national interest, public safety, or for any other reasons. In the event that this right is exercised, SingPost shall not be liable to the Subscriber or any third party for any loss or damage arising from the termination of the said Service. Mail affected by such termination of the Service will not be delivered in accordance with the Service but shall be delivered to the letterbox as per the previous address stated in application form.
- (iv) SingPost may, without prejudice to any other rights or remedies of SingPost and notwithstanding the waiver of any previous breach, forthwith terminate the Service, if:
  - a. the Service is not renewed due to non-payment of fee after the due date of the official bill;
  - b. the Subscriber shall be adjudged a bankrupt or if a receiving order be made against him or if he makes any composition or arrangements with or without assignment for the benefit of his creditors;
  - c. the Subscriber, in the case of a corporation, has a winding-up petition presented against it, or receiver appointed, or a receiver and manager appointed or a judicial manager appointed;
  - d. SingPost is of the opinion that the Subscriber has failed to observe and perform any of the rules and regulations or conditions of the agreement with SingPost.
- (v) Upon termination of the Service, the Subscriber shall be liable to SingPost for all fees due up to and including such date without prejudice to any other rights or remedies SingPost may have against the Subscriber under these Mail Redirection Service Terms & Conditions, in law or equity. Any fees (excluding administrative fees) already paid for the Service, with respect to any unused portion of the subscription period after the effective date of termination, shall be refunded to the Subscriber.
- (vi) Upon termination or expiry of the duration of the Service, all mails addressed to the previous address shall be delivered to the letterbox as per the previous address stated in the application form.



## **7 CHANGES TO INFORMATION**

- 7.1 If there are any changes to a name for Subscriber or Additional Applicants included in the application form, the Subscriber must personally provide written instructions and supporting documentation to SingPost at a SingPost post office. Any change of name will take at least three (3) Working Days from submission of such request to take effect.
- 7.2 If the Subscriber requires changes to the previous redirected address for the Service, the Subscriber shall terminate the existing Service in accordance with Clause 6.1 and submit a new application for the Service with the new address.

## **8 ENTIRE AGREEMENT**

- 8.1 The Subscriber shall be bound by and shall fully observe and comply with all the SingPost General Terms & Conditions as well as such other terms and conditions as may be agreed between SingPost and the Subscriber. The rights and protections conferred on SingPost under these Mail Redirection Service Terms and Conditions shall be additional to the rights and protections conferred on SingPost under the SingPost General Terms & Conditions and any other terms and conditions as may be agreed between SingPost and the Subscriber. In the event that any of these Mail Redirection Service Terms & Conditions are inconsistent with the SingPost General Terms & Conditions, these Mail Redirection Service Terms & Conditions set out herein shall prevail.

## **9 AMENDMENTS**

- 9.1 SingPost reserves the right, in its sole discretion to revise, update, modify or amend any of the terms and conditions stated herein, from time to time, with or without prior notice to the Subscriber and the Subscriber shall be bound to observe and comply with the terms and conditions herein and any amendments thereof. Further, it shall be the responsibility of the Subscriber to review the terms and conditions for any such updates, revisions, modifications, or amendments which are available at <https://www.singpost.com/corporate-mail-redirection> for business entities and <https://www.singpost.com/personal-mail-redirection>, for individual and that the Subscriber's continued use of the Services constitutes the Subscriber's agreement to such updates, if any, in the terms and conditions.

## **10 GOVERNING LAW**

- 10.1 These Mail Redirection Service Terms & Conditions shall be subject to and construed in accordance with the laws of the Republic of Singapore and the parties hereby submit to the exclusive jurisdiction of the courts of the Republic of Singapore.

*\*All charges stated herein are exclusive of Goods and Services Taxes ("GST") and are subject to prevailing GST.*

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