

# going away?

## Royal Mail Keepsafe<sup>®</sup>

Keeping your mail safe  
while you're away



Royal Mail

# Royal Mail Keepsafe®

If you're planning to be away from your home, you'll want to make sure that you don't leave any obvious clues, like a pile of mail on your doormat.

You'll also want to make sure that any important letters or valuable documents or parcels sent to you while you're away are kept in safe hands.

Royal Mail Keepsafe® gives you peace of mind that your mail is being looked after while you're away and will be delivered to you on the date you choose or the next available delivery. Please note that mail addressed to "the occupier" will not be held by us, unless indicated on the application form that you want us to hold mail for all individuals at the address.

You'll have enough to think about just before you go away, so why not arrange your Royal Mail Keepsafe® in good time before you go? **We only need five working days notice from when we receive your application.**

Simply complete the form opposite and send it to us in the pre-paid envelope.

## Preventing Identity Fraud

To reduce the risk of identity fraud when you go away, the Home Office Identity Fraud Steering Committee supports the use of Royal Mail Keepsafe® service to hold your mail and deliver it when you return.

## How much does it cost?

Duration	Cost (VAT Exempt)
10 days	£14.00
17 days	£17.00
24 days	£20.25
31 days	£25.25
66 days	£47.00
100 days	£75.00

## Please note

Our agreement with you is made up of this application form and the attached Royal Mail Keepsafe® terms and conditions.

You can apply online for our Royal Mail Keepsafe® service at [royalmail.com/keepsafe](https://royalmail.com/keepsafe) or by phone on **03457 777 888**. Calls cost 5p per minute plus your telephone company's network access charge. Please ensure that you have your debit/credit card ready.

# Royal Mail Keepsafe® Application Form

Please complete this form in **black ball point** and write in **capital letters** in the white boxes only.  
Please send your application to Keepsafe Centre, PO Box 944, STOKE ON TRENT, ST1 5DB.

## 1 Customer Name(s)

Please record your name first, and then that of each person you would like us to hold mail for at this address.  
If you need more space, please use a separate blank sheet and tick here.

Title	First name (primary applicant)	Initials	Surname (primary applicant)
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Title	First name (of applicant)	Initials	Surname (of applicant)
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Title	First name (of applicant)	Initials	Surname (of applicant)
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Title	First name (of applicant)	Initials	Surname (of applicant)
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

Does this application cover ALL individuals who receive mail at this address?

Yes

No

## 2 Timing

I'd like Royal Mail Keepsafe® to start on

I'd like mail delivery to resume on

## 3 How to pay

I enclose a cheque made payable to Royal Mail Group for £

You can apply online at [royalmail.com/keepsafe](https://royalmail.com/keepsafe)

## 4 Address details

Address

Postcode

Telephone

Email

We'll write to you at this address acknowledging your application and giving you your Royal Mail Keepsafe® reference number.

## 5 Keeping you informed

Royal Mail Group would like to keep in touch with you about our products, services and offers that might interest you. By submitting this application you acknowledge that we may contact you by post, telephone, email and text message.

If you do not want to hear from us by any or all of these means, please tick the relevant box(es) below:

Post

Telephone

Email

Text

We may, on occasion, still need to send you important service messages.

Royal Mail takes your privacy and security very seriously. For more details please read our Privacy Policy at [royalmail.com/privacy-policy](https://royalmail.com/privacy-policy)

## 6 Signature (primary applicant)

Signature

Date

DD/MM/YYYY

By signing this form you certify that you have read, accept and agree to keep to the attached Royal Mail Keepsafe® terms and conditions.

Any problems?

If you have any problems with the Royal Mail Keepsafe<sup>®</sup>,  
or want to ask us any questions,  
please give us a call on

**03457 777 888**

We can arrange to send you this booklet in  
another format. You can choose from:

- Large Print
- Audio CD
- Audio Cassette

To get a free copy, call Customer Services on:

**03457 740 740**

If you are deaf or hard of hearing, we offer  
a textphone service on

**03456 000 606**

Or please visit our website at

**royalmail.com**

Send completed application to:

Royal Mail Keepsafe<sup>®</sup> Centre  
PO BOX 944  
STOKE ON TRENT  
ST1 5DB

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