

Please read first – About the Mail Hold service

The following information forms part of the Terms and Conditions of the Mail Hold service.

Australia Post's Mail Hold service enables you to **temporarily stop** your mail delivery. All mail held by Australia Post will be delivered to your address when your mail delivery resumes (on the first delivery day after the finish date of this application).

Our Mail Hold service is a convenient way to manage your mail when you are away on holiday or spending time away from your home or business.

Our Mail Hold service **only** applies to mail delivered by Australia Post.

Customers are advised that through the provision of some of our other products and services (such as Parcel tracking and registered mail services) there is potential for disclosure of the mail hold.

Some parcels may not be held as part of the mail hold service.

Period of service

You must select the dates you want the service to **start** (the first day mail will be held) and **finish** (the last day mail will be held). Mail will be delivered the next delivery day after the finish date.

Check the applicable fees at any Post Office or visit: auspost.com.au/mail-hold

Australia Post needs **three full working days** (Monday to Friday) from the date your application is lodged to start your service.

Private and business applications

If an application received is for **both** private and business mail, the **business fees** will apply.

More than six names

Up to six names can be included on your application to hold your mail. If there are more than six names, another application is required and the appropriate charge will apply.

To alter or cancel your Mail Hold service

If you wish to **alter** (extend or reduce the period of service, or add or remove names); or **cancel** your Mail Hold service, complete and lodge the **Application to Alter or Cancel** form at any Post Office.

Please note: Fees apply for the cancellation of a Mail Hold service. For further details refer to auspost.com.au/mail-hold or inquire at any Post Office.

If you **cancel** your Mail Hold service, your mail delivery will resume after three full working days.

If you **alter** your Mail Hold Service, allow three full working days for the change to take effect.

Altering or cancelling can only be completed **in person** by the original applicant, or by a person who has **written authority** from that person or from the business/organisation. However, any person can add or remove their own name and that of any dependant under the age of 18 years.

The same **proof of identity** requirements will apply.

When you lodge the form "Application to Alter or Cancel", it will help us if you provide the **copy of the original application** with the **receipt** attached.

Mail in joint names

Where mail is addressed to two or more people and only one of those persons has applied for the Mail Hold service, the mail will be delivered as addressed (that is, it will **not** be held by Australia Post).

Please note

In the period of the Mail Hold service, you will not be able to access mail held by Australia Post. Mail articles are not kept at Post Offices and Delivery Centres are not accessible for mail collection.



Application to hold mail

Lodge in **person** at any Post Office.

When you lodge this form, you will need to provide **proof of identity**.

Privacy notice and other information

Safeguarding your information

Keeping your identity and information safe is our priority. Please read privacy statement to find out how we do this.

Information about other people

When you give us another person's personal information e.g. co-applicants, you must tell them you have done so and why, and show them the contents of this privacy statement.

Use of personal information

We only use your personal information, or that of any co-applicant, as necessary to administer our Mail Redirection, Mail Holding and associated services.

We will not disclose your personal information or that of any co-applicant, to any third party unless it is:

- required by, or authorised under law
- it is with either your express or implied consent in relation to our other services
- to our contracted service providers - such as mailing houses and printers - who need these details to perform aspects of the administration of this service as instructed by us

Further use of personal information

Products and Services

Your personal information may from time to time be used to identify particular Australia Post and/or third party products and services which may be of interest to you. We will generally do this with your express or implied consent (where practical) and we will always give you a choice to opt out of receiving such information in future.

Accessing and handling your personal information

Your information is handled in accordance with the Australia Post Privacy Statement, which outlines how to access and/or correct your information or make a privacy related complaint. For more information, please visit www.auspost.com.au/privacy

Individuals

Proof of identity

To safeguard your mail, Australia Post will need to sight proof of identity when you lodge this form.

The following documents are accepted:

- **photo ID** such as a driver's license or passport (student cards not accepted), **or**
- **one of each** of the following:
 - (a) a document containing your **name and address** (such as a bank statement, rates notice or residential lease), **and**
 - (b) a document carrying your signature (such as a credit card, student card or Statutory Declaration)

Eligibility for concession

You may receive a concession if the Mail Hold service application **only** includes eligible concession cardholders and their dependants (as listed on the card).

To be eligible, you must be the **current holder** of one of the following cards:

- Pensioner Concession Card
- Health Care Card (all types)
- Commonwealth Seniors Health Card
- Department of Veteran' Affairs Card
- Veterans' Repatriation Health Card
- MyPost Concession Card

Other concessions may apply. Contact any Post Office or visit auspost.com.au

Applying for other people

You can only include other people or apply on their behalf if you have the **authority** to do so.

If there is some **doubt** about you having written authority, Australia Post may ask you to provide **written evidence** that you have such authority.

It is a criminal offence to have another person's mail held without their authority. Giving false or misleading information is also a serious offence.

Business or organisation

The application must be lodged by an **authorised person** of the business or organisation (such as a managing partner, company secretary, trustee, office-holder) or by a person acting as an **agent**.

An agent must have **written authority** to act as an agent, signed by an authorised person of the business or organisation. The authorisation must be on official letterhead and include the full name and residential address of the agent. A copy of the authorisation must accompany the application.

Proof of identity requirements

To safeguard your mail, Australia Post will need to sight proof of identity when you lodge this form. The following documents are accepted:

- proof of identity of the **person** lodging the application – as per the requirements for a private individual
- where applicable – an original or certified copy of the **Business Registration Certificate**
- for a club or association – a certified copy of the **minutes** of the Annual General Meeting appointing the office-holders
- for a company or company trustee – where applicable, the **company seal** must be applied to the application next to the signature.

