

Australia Post's Mail Holding 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 Holding Service is a convenient way to manage your mail when you are away on holiday or spend time away from your home or business.

Our Mail Holding Service **only** applies to mail delivered by Australia Post.

Period of service

You must select the dates you want the service to **start** and **finish** (please note: mail received **on** these dates will **also** be held by Australia Post).

You should check with the postal outlet about the fees which apply for the period of service you want.

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 is for **both** private and business mail, the **business fees** will apply.

More than five names

If there are more than five names to be included in your "Application to Hold Mail", attach another signed form with the additional names.

To alter or cancel your Mail Holding Service

If you wish to:

- **alter** your Mail Holding Service (extend or reduce the period of service, or add or remove names), or
- **cancel** your Mail Holding Service

complete and lodge the form "Alter or Cancel Mail Holding Service" at any Australia Post outlet.

Please note: Cancellation fees apply for cancellation of a Mail Holding Service. For further details refer to www.auspost.com.au/movingservices, or ask at any Australia Post outlet.

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

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

Altering or cancelling can only be done **in person** by the person who lodged the original application, 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 aged under 18 years.

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

When you lodge the form "Alter or Cancel Mail Holding Service", it will help us if you provide your **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 Holding 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 Holding Service, you will not be able to access mail held by Australia Post. Mail articles are not kept at Australia Post Retail Outlets, and you are not able to collect mail from Delivery Centres.

Continued on the next page

Private individual

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 drivers licence or passport (student cards and credit cards are not accepted), **or**
- **one of each** of the following:
 - (a) a document with your **name and address** (such as a bank statement, rates notice or residential lease), **and**
 - (b) a document which shows your **signature** (such as a credit card, student card or Statutory Declaration).

Eligibility for Concession

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

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

- Centrelink Pensioner Concession Card (PCC)
- Department of Veterans' Affairs Pensioner Concession Card (DVA-PCC)
- Centrelink Health Care Card – **Type Sickness Allowance only** (HCC-Type SA).

Other concessions may apply. Contact an Australia Post outlet or visit www.auspost.com.au/movingservices

Applying for other people

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

If there is some **doubt** about you having 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

- 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.

Privacy and other information

Scope — This statement is required by the Privacy Act 1988 (Cth) and explains how your, or a co-applicant's, personal information is handled when using our Mail Holding Service and associated services.

Information about other people — Where you give us the personal information of another person you undertake to tell them you have done this and why, and of the contents of this Privacy Statement.

Primary use — We only use your, or any co-applicant's, personal information to administer our Mail Holding Service.

Secondary use — With your consent, we can also use your personal information to contact you via mail, SMS or email regarding valuable holiday and travel information, free offers, discounts, and information about other products and services from Australia Post and participating businesses.

Disclosure — Australia Post will not disclose your, or any co-applicant's, personal information to any third party **unless** it is: required by, or authorised under, law — for example, Australia Post can be compelled to disclose its customers' personal information to such organisations as Centrelink, Child Support Agency, Australian Electoral Commission, Australian Taxation Office, law enforcement agencies and other government agencies who may lawfully request access to this information; 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 help Australia Post with aspects of the administration of this service.

Access — Subject to some exceptions allowed by law, you, and any co-applicant, are entitled to request access to your personal information while we store it. All requests shall be assessed as required by law and we will tell you why if access is denied.

Further information — You can get further information on how we handle your personal information from:

- the Privacy page at our website www.auspost.com.au, or
- by writing to:
Chief Privacy Officer
GPO Box 1777
Melbourne VIC 3001