

# Royal Mail Group

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[www.royalmail.com](http://www.royalmail.com)

21<sup>st</sup> of April 2020

Dear Women's Aid,

Following the outbreak of COVID-19, the Government has been urging people to stay in-doors. We realise that this can cause significant pressures and anxiety for those at risk of, or experiencing, domestic abuse as well as domestic abuse victims staying in safe refuges. Royal Mail recognises the vital role postal services provide for these people.

Royal Mail remains open for business. The postal service is a key part of the UK's infrastructure. The delivery of parcels and letters is a way of keeping the country together, businesses operating and helping many people who may not have the option to leave their homes. As such, we are continuing to work hard to collect, process and deliver as much mail and parcels as possible in these difficult circumstances. We are also supporting our own employees, providing them with advice and guidance on relationships at home as coronavirus changes the way we all live.

We know that charities such as yourselves work to support and protect victims of domestic abuse. We would like to give our support where possible. We are therefore writing to provide an update on the services we provide which may be of help to victims and individuals who are vulnerable to domestic abuse.

If someone moves out of their home, we have two services that mean they can get hold of their mail without alerting anyone else of their whereabouts. These are as follows:

## Redirection

If someone has recently moved home, our Redirection service will ensure that their mail reaches them at their new address. When setting up a redirection, our standard procedure is to send a confirmation letter to the old address. Therefore, if someone is moving because of personal safety concerns, we advise customers to call our specialist team on 03457 777 888, rather than apply online. All calls are confidential.

## Royal Mail PO Box<sup>®</sup>

Our PO Box<sup>®</sup> service provides you with a private and confidential address. We have three variations of the PO Box<sup>®</sup> service which may be helpful depending on circumstances.

- Delivery – This service provides the customer with an address which they can give to others whilst we deliver the mail to the person's actual address.



- Collect – With this service we hold the mail and the customer collects it from their local Royal Mail Customer Service Point (CSP) during its opening hours.
- Transfer – With this service we will hold the mail addressed to the PO Box<sup>®</sup> as well as the customer's personal mail. The customer collects all their mail from their local CSP during its opening hours.

When setting up a PO Box<sup>®</sup> service, our standard procedure is to send confirmation of the details to the normal address by post. If someone is moving for person safety concerns, we recommend that person calls us on 03457 740 740, rather than apply online, so we don't send confirmation to their normal address. All calls are confidential.

I would like to reassure you that we are committed to maintaining service levels as far as possible in the current circumstances. As such, our CSPs remain open but we have reduced their opening times. From Monday 6th April, our largest locations are open between 07:00 and 11:00am. All other CSPs are open between 07:00 and 09:00am. All CSPs will be closed on Wednesdays and Sundays. This is one of several steps we have taken to protect our people and our customers as a result of coronavirus.

I hope this update is helpful. We recognise the vital role postal services provide for people at risk and remain open to business for them.

Yours sincerely,

Luisa Fulci

Commercial Director of Consumer and SME

