



Mail Retention 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 retention provided by SingPost which allows mail to be retained at the SingPost post office;
- (iv) "Working day" means Mondays to Fridays (excluding public holidays); and
- (v) Any capitalized term not defined in these Mail Retention 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:

For Type of Application	Period Applied	First Month (S\$)*	Second Month (S\$)*	Third Month (S\$)*	Subsequent Month (S\$)*
Business / Residential		\$20.00	\$30.00	\$40.00	\$40.00 per month

2.2 The maximum duration of the Service is two (2) 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.

2.3 Any subsequent request for extension from the third month onwards will be accepted on condition that mail from the previous retention period has been cleared by the applicant or his/her representative.

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-retention> for business entities and <https://www.singpost.com/personal-mail-retention>, 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 AVAILABILITY OF SERVICE

4.1 SingPost may offer the Service in its sole discretion and only if the mail can be retained for 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.



- 4.2 Unless instructed by the Subscriber, unclaimed registered articles would be returned to sender in accordance with SingPost's terms and conditions for registered service.
- 4.3 Application for retention of mail CANNOT be accepted in any or all the following circumstances:
- (i) The mailing 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 (ie. c/o) another person at a private residential premises.
 - (vi) Mail that is not posted through SingPost.
 - (vii) Mail items 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.
- 4.4 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-retention> for business entities and <https://www.singpost.com/personal-mail-retention>, for individual.
- 4.5 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.
- 4.6 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.
- 4.7 For business application, mail care of (i.e. c/o) the exact name (s) of the company under the application shall be retained.
- 4.8 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 application form. In addition, the Service will only be carried out if the mails to be retained exactly match the names as provided in the application form.



- 4.9 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.
- 4.10 For an applicant below eighteen (18) years of age, and/or has no passport or identification papers, a parent or guardian must declare on the service application form that the said parent or legal guardian is applying on behalf of the minor.
- 4.11 Retain mails will require additional 1 to 2 working days to process the mails to be retained, which will thereafter be ready for collection or delivered according to the delivery standard applicable to each mail type at the end of Service expiry.
- 4.12 Subject to Clause 2.3, retain mails shall either be collected by Subscriber in person or a representative duly authorized by the Subscriber. If the collection is done by authorized representative of the Subscriber, such authorized representative shall be required to produce the original signed authorized letter by the Subscriber and any other documentation required for verification at SingPost post office.

5 TERMINATION

5.1 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 5.1(i) or otherwise, the subscription fees with respect to any unused portion of the subscription period shall be refunded.

5.2 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 Retention 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 Retention 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 either collected at a post office approved by SingPost or delivered to letterbox as per address stated in application form. In the event of any failure by the Subscriber to collect the retained mails from the approved post office within 10 working days from



the termination or expiry of the Service, then the retained mails shall be returned back to the letterbox as per address stated in the application form.

- (iv) 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 Retention 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.
- (v) Upon termination or expiry of the duration of the Service, all mails addressed to the address shall be either collected at post office approved by SingPost or delivered to letterbox as per address stated in application form. In the event of any failure by the Subscriber to collect the retained mails from the approved post office within 10 working days from the termination or expiry of the Service, then the retained mails shall be returned back to the letterbox as per address stated in the application form.

6 CHANGES TO INFORMATION

- 6.1 All request for change of name of Subscriber or Additional Applicant(s) must be submitted at a SingPost post office, in-person by the Subscriber of the Service with the relevant supporting documents. Any change of name will take at least three (3) Working Days from submission of such request to take effect
- 6.2 If the Subscriber requires changes to the previous retained address for the Service, the Subscriber shall terminate the existing Service in accordance with Clause 5.1 and submit a new application for the Service with the new address.

7 ENTIRE AGREEMENT

- 7.1 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 Customer. The rights and protections conferred on SingPost under these Mail Retention 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 Retention Service Terms & Conditions are inconsistent with the SingPost General Terms & Conditions, these Mail Retention Service Terms & Conditions set out herein shall prevail.

8 AMENDMENTS

- 8.1 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-retention> for business entities and <https://www.singpost.com/personal-mail-retention>, 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.



9 GOVERNING LAW

9.1 These Mail Retention 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.*
