

郵件轉遞服務

Mail Redirection Service



更改地址
Changing
Address

如要搬遷家居或辦公室，應及早通知親友和相關機構更新你的通訊地址。「郵件轉遞服務」只屬輔助性質，旨在協助你在這段過渡期間把郵件轉遞往新通訊地址。請注意，香港郵政不會就提供此服務時發生的任何失誤承擔責任。

郵件轉遞服務的條款及細則

1. 郵件轉遞服務

- 1.1 香港郵政提供郵件轉遞服務（“轉遞服務”），安排把郵件從舊地址（“舊址”）轉遞至新地址（“新址”）。
- 1.2 任何有意使用轉遞服務的人（“申請人”）須提交郵件轉遞服務申請表格（Pos 800）（“申請表”）及證明文件（“申請”），並須受本文和申請表所載的條款及細則約束。如申請表上註明的申請人多於一名，申請人須在申請表第Ⅲ部分提名一名主申請人（“主申請人”）。主申請人將代表申請表上註明的所有申請人申請轉遞服務，並於申請表第Ⅷ部分簽署。倘主申請人屬個別人士，必須為18歲或以上。
- 1.3 每份申請只可涉及一個舊址及一個新址。
- 1.4 除非本文另有說明，否則凡提述一天指一個工作天，一個月或一個月期間指一個曆月。“工作天”指星期六、星期日或公眾假期或懸掛黑色暴雨或八號或以上熱帶氣旋警告信號以外的日子。
- 1.5 個別人士指自然人。
- 1.6 **就向每位申請人為同一個舊址提供轉遞服務而言，商業/私人地址最多可申請連續15個曆月的服務，商業回郵服務則最多可申請連續3個曆月，由轉遞服務生效日期（“生效日”）起計算，不得再延期。**

2. 申請準備

- 2.1 申請人須在申請表所提供的空白位置內填寫與其身份證明文件相同的中英文姓名（如適用），並按以下情況提供資料：
 - (a) 如申請人屬個別人士，須填寫香港身份證號碼的英文字母及頭3個數字（如該個別人士在遞交申請時未滿11歲，則須填寫出生證明書號碼）或護照號碼（視乎何者適用而定）；或
 - (b) 如申請人並非個別人士，須填寫最新並有效的商業登記證號碼。
- 2.2 如申請人屬個別人士，主申請人須在申請表第Ⅷ部分中簽署。
- 2.3 如申請人並非個別人士，主申請人須在申請表第Ⅷ部分所提供的空白位置蓋上刻有其商業機構名稱的印章。
- 2.4 如商業機構的僱員或前僱員有意使用轉遞服務，讓其個人郵件從屬於該商業機構的舊址轉遞至新址，須另行遞交申請，並根據下文第6.1條所述規定繳付私人用戶的收費。除本文規定的任何文件外，在提交申請時還須遞交一份書面證明，顯示該申請人是該商業機構的僱員或前僱員，而且該商業機構不反對該申請人根據本條款取得轉遞服務。
- 2.5 倘舊址用於超過一個商業機構，就轉遞服務而言，每個這類商業機構將被視作獨立申請人，並將個別收費。倘某商業機構的註冊地址已獲接納為轉遞服務的舊址，當新址是商業地址時，該商業機構的附屬公司（例如可從商業登記證號碼中首八位數字識別）、獨資經營者、合營企業的任何一方、合夥企業的任何合夥人，以及有限公司的任何董事，則無需另行收費。

- 2.6 申請須在遷址後三個月內遞交。遞交申請時，必須連同舊址的有效證明一併遞交，而該證明須於遞交申請當日前三個月內發出。由以下機構發出並清楚顯示申請人姓名、地址、發出機構的名稱及發出日期的文件、收費單或通知書，均獲接納為有效的地址證明，包括：
- (a) 水費/ 電費/ 煤氣費/ 中央石油氣供應費用的收費單或發票；
 - (b) 固網電話/ 流動電話/ 收費電視/ 互聯網服務的收費單；
 - (c) 銀行、持牌放債人、保險公司或強制性公積金核准受託公司發出的結單或通知書；
 - (d) 政府部門或司法機構（法庭）發出的文件；或
 - (e) 下列機構發出的收費單、通知書或其他文件：
公營機構（如香港房屋委員會）、在港供應車輛用汽油/ 柴油/ 石油氣的公司及慈善機構（如聯合國兒童基金會、奧比斯、樂施會及香港公益金）。
- 出示/ 遞交地址證明時，不論影印本、傳真及數碼版本（經流動電話或電腦傳送）均可接受。
- 2.7 主申請人須擁有必需的權限代表申請人申請轉遞服務。
- 2.8 倘申請人屬個別人士，在遞交申請時須提交其身份證明文件的影印本或數碼版本。
- 2.9 倘申請人並非個別人士，在遞交申請時須提交其最新並有效的商業登記證的影印本或數碼版本。
- 2.10 倘主申請人由其指定代理人代其申請服務，代理人須提交其身份證明文件的影印本或數碼版本。
- 2.11 如申請人在遞交申請時未滿11歲，申請須由其父母或法定監護人代其提出，其父母或法定監護人亦須作為主申請人。遞交申請時，除申請表外，還須提交必需的文件，包括申請人屬個別人士所需的文件、申請人的出生證明書影印本（如主申請人為申請人的父母）或證明主申請人於提交申請時是申請人的法定監護人的文件（如法院命令）的影印本。
- 2.12 倘需為已故人士提出申請，申請須由已故人士的遺產代理人提出。除申請表外，還須提交必需的文件，包括申請人屬個別人士所需的文件，以及下列文件的影印本 (i) 已故人士的死亡證明書或火葬許可證；和 (ii) 已故人士的遺囑認證書或遺產管理書。
- 2.13 倘申請人為正在清盤或已清盤的有限公司，申請須由獲該有限公司委任的受托人或破產管理官提出。除申請表外，還須提交必需的文件，包括申請人為有限公司所需的文件，以及受托人或破產管理官的委任書的影印本。

3. 提交申請

- 3.1 申請須以下列其中一種方式遞交：
- (a) 親身交到香港郵政任何一間郵政局（“郵政局”）；或
 - (b) 郵寄至香港灣仔皇后大道東213號胡忠大廈2樓灣仔派遞局郵件轉遞組。

4. 評審申請

- 4.1 香港郵政署長有絕對酌情權接納或拒絕任何申請。
- 4.2 倘香港郵政署長合理地相信以下情況，申請會被拒絕：
- (a) 舊址仍由個人申請人的家庭成員（包括申請人的父母、配偶、兄弟姐妹）、企業申請人的任何僱員或董事以及合夥企業的任何合夥人佔用，他們可代申請人轉遞郵件；
 - (b) 處於舊址的任何人（包括但不限於個人申請人的任何家庭成員、企業申請人的任何僱員或董事以及合夥企業的任何合夥人，但不包括任何舊址的新佔用人）合理地反對轉遞服務提供予該申請的某位申請人；
 - (c) 申請人並非永久遷出舊址；
 - (d) 舊址為從事特定範疇或活動的組織、酒店、旅舍、旅館、秘書處辦公室或商務中心的地址；或
 - (e) 舊址是同一物業內分拆為不同單位及/ 或超過一個租戶（包括但不限於“劏房”）用作收信的集中點或信箱。
- 4.3 除非申請人在提交轉遞某郵政信箱的郵件的申請時，已不再使用該郵政信箱，否則香港郵政不會接受以該郵政信箱地址作為舊址的轉遞申請。

5. 服務細則

- 5.1 只有寄給獲批申請中的申請人的郵件才會獲得轉遞。任何寄往舊址的郵件如無法派遞，均會退回寄件人。為免產生疑問，屬個別人士的申請，如郵件只註明名字，有關郵件不會獲得轉遞。
- 5.2 寄往舊址的郵件上如註明多於一位收件人，除非所有在該郵件上所示的收件人都已取得轉遞服務，否則該郵件會按上面所示的地址（即舊址）派遞。任何寄往舊址但無法派遞的郵件，均會退回寄件人。
- 5.3 在一般情況下，香港郵政不會就轉遞至本地地址的郵件收取額外郵費。
- 5.4 寄自香港的郵件可以平郵方式轉遞至海外地址，惟收件人在收件時須支付本地與海外的郵資差額。
- 5.5 除航空郵筒、航空信件、航空明信片及郵包外，香港郵政不會以空郵方式轉遞郵件至海外地址。
- 5.6 在海外以空郵投寄的失明人士刊物及宣傳品，例如目錄、小冊子及市場推廣資料，以及寄自海外的平郵郵件，可以平郵方式轉遞至海外地址，無須額外收費。
- 5.7 本地郵政速遞及易送遞的郵件不會獲轉遞至海外地址，有關郵件會被退回寄件人。
- 5.8 至於轉遞包裹，申請人會在郵件轉遞前收到電郵或電話通知，須繳付從香港郵寄至海外目的地的新郵費。當申請人付清郵費後，香港郵政便會安排轉遞郵件。倘申請人拒絕付款或無法聯繫，有關郵件會被退回寄件人。除非申請人提出要求，否則在一般情況下，不包括寄自海外的包裹轉遞服務。保險包裹由一個國家轉遞至另一國家，寄件人需再付保險費，否則，該項費用將由收件人支付。
- 5.9 香港郵政署長倘合理地相信以下情況出現，有權在任何時候暫停或提前終止轉遞服務：
- (a) 轉遞服務正用作或涉及任何非法用途；
 - (b) 代表申請人提出的申請並沒有取得申請人的必需權限；
 - (c) 申請人提出申請的權限存疑；或
 - (d) 處於舊址的任何人（包括但不限於個人申請人的任何家庭成員、企業申請人的任何僱員或董事以及合夥企業的任何合夥人，但不包括任何舊址的新佔用人）合理地反對轉遞服務提供予該申請的某位申請人。
- 5.10 根據上文第5.9條暫停或提前終止轉遞服務而引致的任何損失或損毀，香港郵政概不負責。
- 5.11 香港郵政在任何情況下均不會退回顧客為轉遞服務支付的任何費用，包括但不限於任何暫停或提前終止轉遞服務。
- 5.12 在轉遞服務到期或提前終止時，所有郵件均會按地址派遞。任何寄往舊址但被視作無法派遞的郵件，均會退回寄件人。

6. 轉遞服務的應付費用

- 6.1 轉遞服務的各项收費如下：

	不超過最初3個月	其後每6個月
每個商業用戶	港幣409元	港幣512元
每個私人用戶	港幣136元	港幣172元

如申請人屬個別人士，須支付私人用戶的收費。如申請人並非個別人士，須支付商業用戶的收費。

- 6.2 就根據第6.1條支付轉遞服務所訂明的收費而言，申請人若為《稅務條例》（第112章）第88條所述屬公共性質的慈善機構或慈善信託而獲豁免繳稅者，可支付私人用戶的服務收費。提交申請書時須同時夾附按《稅務條例》（第112章）第88條註冊的有關文件副本，以資證明。
- 6.3 倘選擇前往郵政局遞交申請，上文第6.1條訂明的費用須以現金或劃線支票支付，支票抬頭為“香港郵政署長”。
- 6.4 倘選擇以郵寄方式遞交申請，上文第6.1條訂明的費用須以劃線支票支付，支票抬頭為“香港郵政署長”，切勿郵寄現金。
- 6.5 上文第6.1條訂明的費用或會有所調整。任何經調整的費用將在香港郵政公布有關調整的生效日期後適用。

7. 服務期

- 7.1 申請人須在申請表上註明屬意的轉遞服務生效日和要求的服務期。
- 7.2 申請人屬意的轉遞服務生效日，必須為由遞交申請日起計最少5個工作天後的日期。
- 7.3 除本文所載的條款另有相反規定外，就每項獲批准的申請而言，香港郵政會於生效日開始提供為期3個月、9個月或15個月的轉遞服務。如屬商業/私人地址，每個申請人就同一舊址使用轉遞服務，最長服務期為連續15個曆月（由生效日起計），其後不得延期。
- 7.4 儘管有上文第7.3條的規定，如果獲批准申請的舊址屬於“商業回郵服務”的地址，香港郵政會就該項獲批准的申請，提供為期最長連續3個曆月的服務（由生效日起計）。

8. 服務續期和服務更改

- 8.1 倘原來申請為期15個月的轉遞服務，或3個月的“商業回郵服務”（由生效日起計），則有關服務不得延期。
- 8.2 由生效日開始，主申請人可代表其申請中的所有申請人申請服務續期：
- (a) 如原來申請為期3個月的轉遞服務，只可申請續期6個月或12個月；或
- (b) 如原來申請為期9個月的轉遞服務，只可申請續期6個月。
- 8.3 **任何服務續期申請須於續期生效日前最少3個工作天遞交。**
- 8.4 如剩餘的服務期少於6個月（服務期為由生效日起計最長連續15個月），續期申請不會被接納。申請人在準備及提交服務續期申請時，須考慮此限制。為清晰起見，現以下列例子加以說明：

	例子一	例子二	例子三
原來申請的服務期	由2022年6月1日(星期三)至2022年8月31日(星期三) (3個月服務期)	由2022年6月1日(星期三)至2022年8月31日(星期三) (3個月服務期)	由2022年6月1日(星期三)至2023年2月28日(星期二) (9個月服務期)
由生效日起計最長連續15個月	2023年8月31日(星期四)		
在原來申請的服務期屆滿後申請續期			
遞交續期申請的日期	2022年9月2日(星期五) (續期6個月)	2022年9月2日(星期五) (續期12個月)	2023年3月3日(星期五) (續期6個月)
續期的生效日 (如申請獲接納)	2022年9月7日(星期三)	由於續期的屆滿日(即2023年9月6日)超過原來申請的服務由生效日起計的最多連續15個月(即2023年8月31日)，因此續期12個月的申請不獲接納。如續期6個月，則申請獲接納(請參看例子一)。	由於續期的屆滿日(即2023年9月7日)超過原來申請的服務由生效日起計的最多連續15個月(即2023年8月31日)，因此續期申請不獲接納。
續期的屆滿日 (如申請獲接納)	2023年3月6日(星期一)		

- 8.5 轉遞服務生效後，倘申請人要求將其郵件從舊址轉遞至新的指定地址（“第二新址”），而非原先申請表上填寫的新址：
- (a) 涉及舊址與新址的任何未完成轉遞服務的已付費用，一概不會退回；
- (b) 須根據上文第6.1條的規定，就涉及舊址與第二新址的轉遞服務支付費用；
- (c) 涉及舊址與第二新址的服務期只可以是6個月或12個月，視乎原來轉遞服務申請剩餘的服務期而定；
- (d) 在任何情況下，轉遞服務的最長服務期為連續15個月（由原來申請的生效日起計）；
- (e) 相關要求須於舊址與第二新址的轉遞服務生效日前最少5個工作天遞交。
- 8.6 申請人應注意，香港郵政不會發出服務續期通知書或服務到期通知書。

9. 其他事項

- 9.1 有關評審任何提交的申請、提供轉遞服務、暫停或提前終止轉遞服務方面，香港郵政署長如認為有需要，可要求申請人提供進一步的資料及/或證明文件。申請人如未能符合要求，可能會損害其申請獲批的機會。香港郵政署長如認為申請人未能提供有關的證明文件，有權拒絕有關申請，或事先給予客戶7天的書面通知，以終止轉遞服務。
- 9.2 申請人須確保向香港郵政提交的資料正確無誤，並無遺漏。如資料有所變更，須妥為通知香港郵政。
- 9.3 申請人應注意，如果在申請表上提供電郵地址，香港郵政會就申請人提交的申請及提供服務，以該電郵地址作通訊用途。
- 9.4 香港郵政不會就在履行轉遞服務時任何郵件（不論有否投保）的遺失、損壞、延誤、無法派遞或錯誤派遞，作出保證、賠償或陳述，亦無須承擔責任。
- 9.5 香港郵政可不時更改本文內的條款及細則。有關變更對所有申請人均具有約束力，而且在香港郵政網站公布後隨即生效。所有申請人須不時查閱香港郵政網站，以了解最新的內容。
- 9.6 為本條款及細則所述目的而收集的個人資料只會用於評審本文提出的任何申請和提供轉遞服務。
- 9.7 申請人應注意，申請轉遞服務所提交的所有文件，包括申請表，一般不予退還。所有已遞交的證明文件經香港郵政核實後會被銷毀。倘申請為親身交到郵政局，其證明文件經香港郵政核實後會被退還。
- 9.8 根據《個人資料（私隱）條例》（第486章）第18及22條及附表1第6原則的規定，申請人有權查閱及更正其個人資料。

When you are moving home or office, it is important to update your friends and relatives or relevant organisations of your new contact address. Mail Redirection Service is a supplementary service which enables you to arrange for your mail to be redirected to a new contact address during the transitional period. Hongkong Post will not be liable to any errors occur in delivering the service.

Terms & Conditions of Mail Redirection Service

1. Mail Redirection Service

- 1.1 Hongkong Post provides Mail Redirection Service ("Service"), an arrangement for mails to be redirected from an old address ("Old Address") to a new address ("New Address").
- 1.2 Anyone wishing to use the Service ("Applicant") shall submit an application for redirection of correspondence (Pos 800) ("Application Form") with supporting document(s) ("Application") and shall be bound by the terms and conditions contained herein and contained in the Application Form. If there is more than one Applicant under an Application Form, an Applicant shall be nominated as the Principal Applicant in Section III of the Application Form who shall apply for the Services for and on behalf of all Applicants under that Application Form and sign in Section VIII of the Application Form ("Principal Applicant"). In the case of an individual, the Principal Applicant shall be of the age of 18 or above.
- 1.3 Each Application shall be in respect of one Old Address and one New Address only.
- 1.4 Unless otherwise specified herein, references to a day mean a working day and references to a month or a monthly period mean a calendar month. "Working Day" means any day other than Saturday, Sunday or a public holiday or the days when Black Rainstorm Warning or Tropical Cyclone Warning Signal No.8 or above are hoisted.
- 1.5 Individual(s) means natural person(s).
- 1.6 **The Service in respect of each Applicant in connection with the same Old Address shall only be provided for a maximum of 15 consecutive calendar months and a maximum of 3 consecutive calendar months counting from the commencement date of the Service ("Commencement Date") for business/private address and Business Reply Service respectively. No further extension on the period of the Service shall be allowed.**

2. Preparation of Applications

- 2.1 An Applicant shall state his/her/its name in both English and Chinese (if applicable) as it appears on the Applicant's identity document in the space provided in the Application Form as follows:
 - (a) In the case of an individual, the English alphabet and the first 3 digits of his/her Hong Kong identity card (or the birth certificate number in the case of an individual who is under the age of 11 at the time of submission of the Application) or passport (whichever applicable); or
 - (b) In cases other than an individual, the number of its latest valid Business Registration Certificate.
- 2.2 In the case of an individual, the Principal Applicant shall sign in Section VIII of the Application Form.
- 2.3 In cases other than an individual, the Principal Applicant shall stamp with the chop bearing the name of the business entity in the space provided in Section VIII of the Application Form.

- 2.4 An employee or ex-employee of a business entity wishing to use the Service to have his/her personal mails to be redirected from an Old Address which belongs to such business entity to a New Address shall make his/her own Application and be charged with the rate for a private user under Clause 6.1. In addition to anything required herein, a written proof showing that such Applicant is an employee or ex-employee of such business entity and such business entity has no objection to the Applicant applying for the Service under this clause shall be submitted at the time of the submission of the Application.
- 2.5 If the Old Address is used for more than one business entity, each such entity shall be regarded as a separate Applicant for the purpose of the Service and shall be charged separately. If the registered address of a business entity has been accepted as the Old Address of the Service, its subsidiary (e.g. identifiable from the same first eight digits in the Business Registration Certificate number), sole proprietor, any party of the joint venture, any partner of the partnership and any director of the limited company, will not be separately charged when the New Address is a business address.
- 2.6 An Application shall be submitted within 3 months after removal. Valid proof of the Old Address issued within the last 3 months from the date of submission of the Application shall be submitted together with the Application. Document, bill or notice issued by organisations listed below, with the name and address of the applicant and the name of issuing organisation and the date of issue clearly shown, is accepted as valid proof of address, which include:
- (a) bills or invoices issued by public bodies (utility bills for water, electricity, town gas or centralised liquefied petroleum gas (LPG) services);
 - (b) bills of fixed line telephone, mobile phone, pay television or Internet services;
 - (c) statements or notices issued by banks, licensed money lenders, insurance companies or Mandatory Provident Fund (MPF) Approved Trustees;
 - (d) documents issued by government departments or the Judiciary; or
 - (e) bills, notices or other documents issued by the following organisations:
public organisations (e.g. Hong Kong Housing Authority), companies supplying vehicle with petrol, diesel and LPG in Hong Kong and charitable organisations (e.g. UNICEF, Orbis, Oxfam and the Community Chest).
- Submitting or presenting proof of address in the form of photocopy, facsimile copy or digital copy (sent by mobile phone or computer) is also accepted.
- 2.7 The Principal Applicant shall have the requisite authority to apply for the Service for and on behalf of the Applicant(s).
- 2.8 If an Applicant is an individual, a photocopy or digital copy of his/her identity document shall be submitted in the Application.
- 2.9 In cases other than an individual, a photocopy or digital copy of the latest valid Business Registration Certificate shall be submitted in the Application.
- 2.10 If the Principal Applicant appoints an agent to apply for the Service, a photocopy or digital copy of the agent's identity document shall be submitted.
- 2.11 If an Application is made in respect of an Applicant who is under the age of 11 at the time of the submission of the Application, the Application shall be made for and on behalf of the Applicant by his/her parent or legal guardian. The parent or the legal guardian shall also be the Principal Applicant. In addition to the Application Form together with the necessary documents including those required in respect of an Applicant who is an individual, a photocopy of the birth certificate of the Applicant (if the Principal Applicant is the Applicant's parent) or a photocopy of a document such as court order proving that the Principal Applicant is the legal guardian of the Applicant at the time of the submission of the Application shall be submitted.
- 2.12 If an Application is made in respect of an Applicant who is deceased, such Application shall be made by the personal representative of the deceased. In addition to the Application Form together with the necessary documents including those required in respect of an Applicant who is an individual, photocopies of (i) the death certificate or the Cremation Permit of the deceased and (ii) a certificate of the Grant of Probate or the Letter of Administration of the deceased shall be submitted.

- 2.13 If an Application is made in respect of an Applicant which is a limited company being wound up or has been wound up, such Application shall be made by the trustee appointed for the limited company or the Official Receiver. In addition to the Application Form together with the necessary documents including those required in respect of an Applicant who is a limited company, photocopy of document(s) confirming the appointment of the trustee or the Official Receiver shall be submitted.

3. Submission of Applications

- 3.1 An Application shall be submitted either:
- (a) by hand to any post office of Hongkong Post ("Post Office"); or
 - (b) by post to the Mail Redirection Section, Wanchai Delivery Office, 2/F, Wu Chung House, 213 Queen's Road East, Wanchai, Hong Kong.

4. Assessment of Applications

- 4.1 The Postmaster General of Hongkong Post ("Postmaster General") shall have the absolute discretion in accepting or declining any Application(s).
- 4.2 An Application will be declined if the Postmaster General reasonably believes that:
- (a) the Old Address is still occupied by an individual Applicant's family members (including parents, spouse, siblings), any employee or director of a corporate Applicant and any partner of a partnership, who can redirect the mail items to the Applicant;
 - (b) any person at the Old Address (including without limitation any of an individual Applicant's family members, any employee or director of a corporate Applicant and any partner of a partnership but excluding any new occupant of the Old Address) has reasonably objected to the Service to be provided to a particular Applicant of the Application;
 - (c) the Applicant has not permanently vacated from the Old Address;
 - (d) the Old Address is an address of an association dedicated to a particular interest or activity, hotel, boarding house, lodging house, secretariat office or business centre; or
 - (e) the Old Address is subdivided into different units and/or more than one tenant in the same property (including but not limited to "multi-dwellers" residential premises) that is only served as a central point or mailbox for receiving mail items.
- 4.3 No Application in respect of an Old Address which is the address of a Post Office Box will be accepted unless the Post Office Box has ceased to be used by an Applicant at the time of submission of the Application in respect of such Post Office Box.

5. Conditions of the Service

- 5.1 Only mail items addressing to the Applicant(s) of an approved Application will be redirected. Any undeliverable mail items addressed to the Old Address will be returned to their senders. For the avoidance of doubt, mails addressing to an Applicant who is an individual bearing only a Christian name will not be redirected.
- 5.2 If a mail item for the Old Address has more than one addressee, unless all addressees indicated on the mail item have used the Service, the mail item will be delivered to the address written on the mail item i.e. Old Address. Any undeliverable mail items addressed to the Old Address will be returned to their senders.
- 5.3 No additional postage charge will be imposed to a mail item that will be redirected to local address normally.
- 5.4 Mail items posted in Hong Kong can be redirected to an overseas address by surface provided that any additional charges for the difference between the local and foreign rate of postage will be paid on delivery.
- 5.5 No mail items will be redirected by air to an overseas address, except aerogrammes, airmail letters, airmail postcards and packets.
- 5.6 Literature for the Blind and promotional items, such as catalogues, pamphlets and marketing materials posted from abroad by air, and letter post items posted from abroad by surface may be redirected to an overseas address by surface with no additional charge.

- 5.7 Local CourierPost and Smart Post items will not be redirected to an overseas address and the respective items will be returned to the senders.
- 5.8 For redirection of parcels to an overseas address, the Applicant(s) will be notified by e-mail or phone to settle a fresh postage from Hong Kong to overseas destination before the redirection. The redirection will be arranged when the Applicant(s) settles the postage. If the Applicant(s) either refuses to pay or cannot be contacted, the items will be returned to the sender. Normally, parcels originating abroad are excluded from redirection arrangements unless specifically requested by the Applicant. When an insured parcel is redirected from one country to another, a further insurance fee has to be paid. If fees are not prepaid, they will be collected from the addressee on delivery.
- 5.9 The Postmaster General shall have the right to suspend or early terminate the Service at any time if he/she reasonably believes that:
- (a) the Service is being used for or in connection with any illegal purpose;
 - (b) an Application has been made for and on behalf of any Applicant thereof without the requisite authority of the Applicant;
 - (c) the authority of an Applicant to make an Application is in doubt; or
 - (d) any person at the Old Address (including without limitation any of an individual Applicant's family members, any employee or director of a corporate Applicant and any partner of a partnership but excluding any new occupant of the Old Address) has reasonably objected to the Service to be provided to a particular Applicant of the Application.
- 5.10 Hongkong Post shall not in any way be responsible for any loss or damage whatsoever arising from suspension or early termination of the Service under Clause 5.9 above.
- 5.11 In any event including but not limited to any suspension or early termination, no refund of any fees paid for the Service will be made.
- 5.12 Upon expiration or early termination of the Service, all mail items will be delivered as per addressed. Any mail items deemed undeliverable to the Old Address will be returned to their senders.

6. Fees Payable for the Service

- 6.1 The following respective fees shall be paid for the provision of the Service:

	For the first 3 months	For each 6 months thereafter
For each business user	HK\$409	HK\$512
For each private user	HK\$136	HK\$172

In the case of an individual, the fees for the private users shall be paid. In cases other than an individual, the fees for the business users shall be paid.

- 6.2 For the purpose of payment of fees for the provision of the Service under this Clause 6.1, an Applicant which is a charitable institution or a trust of a public character having been granted tax exemption under section 88 of the Inland Revenue Ordinance (Cap. 112) may pay the fee for private users for the provision of the Service. A copy of proof showing the Applicant's registration under section 88 of the Inland Revenue Ordinance (Cap. 112) shall be submitted in the Application.
- 6.3 If an Application is submitted by hand, payment of the fees set out in Clause 6.1 above shall be made in cash or by a crossed cheque in the name of "Postmaster General".
- 6.4 If an Application is submitted by post, payment of the fees set out in Clause 6.1 above shall be made by a crossed cheque in the name of "Postmaster General". Please do not send cash by post.
- 6.5 Fees set out in Clause 6.1 above may be subject to adjustment. Any adjusted fees shall apply upon the effective date of adjustment announced by Hongkong Post.

7. Period of the Service

- 7.1 Applicant(s) shall indicate in the Application Form the preferred Commencement Date and the required period of the Service.
- 7.2 The preferred Commencement Date shall be at least 5 working days after the date of submission of the Application.
- 7.3 Subject to provisions herein to the contrary, Hongkong Post shall provide the Service in respect of each approved Application for a period of either 3, 9 or 15 months from the Commencement Date. The Service in respect of each Applicant in connection with the same Old Address shall only be provided for a maximum of 15 consecutive calendar months counting from the Commencement Date for business/private address. No extension on the period of the Service shall be allowed.
- 7.4 Notwithstanding Clause 7.3 above, Hongkong Post shall provide the Service in respect of each approved Application for a maximum of 3 consecutive months from the Commencement Date if the Old Address of an approved Application is under "Business Reply Service".

8. Service Extension and Change of the Service

- 8.1 No extension of Service period shall be allowed if the Service is originally for a period of 15 months counting from the Commencement Date. For "Business Reply Service", no extension of Service period shall be allowed if the Service is originally for a period of 3 months counting from the Commencement Date.
- 8.2 Upon the Commencement Date, the Principal Applicant may apply to extend the Service for and on behalf of all Applicants in the Application:
 (a) for a period of 6 or 12 months only if the Service is originally for a period of 3 months; or
 (b) for a period of 6 months only if the Service is originally for a period of 9 months.
- 8.3 **Any application of Service extension shall be made at least 3 working days before the commencement date of the service extension.**
- 8.4 No Service extension will be provided if the remaining period, in the maximum 15 consecutive months counting from the Commencement Date, is less than 6 months. Applicant(s) shall take this restriction into account when preparing and submitting its Application to apply for an extension of the period of the Service. Examples are set out below for the sake of clarity:

	Example 1	Example 2	Example 3
The period of Service originally applied for	From 1 June 2022 (Wed) to 31 August 2022 (Wed) (for 3-month Service)	From 1 June 2022 (Wed) to 31 August 2022 (Wed) (for 3-month Service)	From 1 June 2022 (Wed) to 28 February 2023 (Tue) (for 9-month Service)
The maximum of 15 consecutive months since the Commencement Date	31 August 2023 (Thu)		
Application of Service Extension after the Expiry of the Original Application			
Date of Application to extend the Service	2 September 2022 (Fri) (for 6-month Service extension)	2 September 2022 (Fri) (for 12-month Service extension)	3 March 2023 (Fri) (for 6-month Service extension)
Commencement date of the Service extension if it is accepted	7 September 2022 (Wed)	12-month Service extension is not accepted since the end date of the service extension i.e. 6 September 2023 exceeds the maximum of 15 consecutive months of 31 August 2023 counting from the Commencement Date of the Service originally applied for.	Service extension is not accepted since the end date of the service extension i.e. 7 September 2023 exceeds the maximum of 15 consecutive months of 31 August 2023 counting from the Commencement Date of the Service originally applied for.
End Date of the Extended Service if it is accepted	6 March 2023 (Mon)	Alternatively, a 6-month Service extension will be accepted (see Example 1).	

- 8.5 After the Service commences, if the Applicant requests to have the mails to be redirected from the Old Address to a newly specified address ("2nd New Address") instead of the address originally submitted as the New Address in the Application Form:
- (a) no refund of fees paid for any unfinished Service in connection with the Old Address and the New Address shall be made;
 - (b) fresh fees shall be paid in respect of the Service in connection with the Old Address and the 2nd New Address according to Clause 6.1 above;
 - (c) the period of the Service in connection with the Old Address and the 2nd New Address shall only be for a period of 6 or 12 months, subject to the remaining service period of the original Application;
 - (d) in any event, the Service shall only be provided for a maximum of 15 consecutive months counting from the Commencement Date of the original Application;
 - (e) such request shall be made at least 5 working days before the commencement date of the service in connection with the Old Address and 2nd New Address.
- 8.6 Applicants shall note that no reminder for Service extension or expiry of the Service will be issued.

9. Other Matters

- 9.1 In respect of the assessment of any Application submitted, the provision of the Service or suspension or early termination of the Service, the Postmaster General may request an Applicant to provide further information and/or supporting document(s) if deemed necessary. Failure of an Applicant to do so may jeopardise the chance of approval of any Application made herein. If the Postmaster General considers that the Applicant has failed to provide such supporting document(s), the Postmaster General shall be entitled to reject the Application or, by serving the client a 7-day prior written notice, terminate the Service.
- 9.2 Applicant(s) shall ensure that information provided to Hongkong Post is complete and accurate. Hongkong Post shall be duly notified should there be any change of the information.
- 9.3 Applicant(s) should note that if an email address is provided in the Application Form, it will be used for communication purpose in respect of the Application submitted and the provision of the Service.
- 9.4 Hongkong Post gives no warranty, indemnity or representation for and shall not be liable for the loss, damage, delay, non-delivery or misdelivery of anything sent by post, whether insured or not when performing the Service.
- 9.5 The provisions herein may be varied from time to time by Hongkong Post. Such variation shall bind all Applicants and shall be effective upon the variation being announced on the website of Hongkong Post. All Applicants shall keep themselves updated by checking the website of Hongkong Post from time to time.
- 9.6 Personal data collected for the purposes herein shall only be used for or in connection with the assessment of any Application made herein and the provision of the Service.
- 9.7 Applicant(s) should note that all documents, including the Application Form, submitted for the purposes herein may not be returned. Any supporting document will be disposed of by Hongkong Post upon verification. In case the Application is submitted by hand to the Post Office, the supporting document will be returned after verification.
- 9.8 Applicants have a right of access and correction with respect to personal data as provided for in sections 18 and 22 and principle 6 of Schedule 1 of the Personal Data (Privacy) Ordinance (Cap. 486).

附加參考

申請人在提交申請前，可查看以下表列所需的文件是否已準備妥當。

申請人屬個別人士 <input type="checkbox"/>	申請人並非個別人士 <input type="checkbox"/>	已完成
• 已填妥的申請表格	• 已填妥的申請表格	
• 如商業機構的僱員/前僱員有意使用轉遞服務，須遞交書面證明。[參閱條款及細則 2.4 條]	不適用	
• 舊址的有效證明 [參閱條款及細則 2.6 條]	• 舊址的有效證明 [參閱條款及細則 2.6 條]	
• 身份證明文件 [參閱條款及細則 2.8 條]	• 最新並有效的商業登記證 [參閱條款及細則 2.9 條]	
• 代理人身份證明文件（如適用） [參閱條款及細則 2.10 條]	• 代理人身份證明文件（如適用） [參閱條款及細則 2.10 條]	
• 如申請人在遞交申請時未滿 11 歲，須提交條款及細則列明所需的文件。[參閱條款及細則 2.11 條]	不適用	
• 倘需為已故人士提出申請，須提交條款及細則列明所需的文件。[參閱條款及細則 2.12 條]	• 倘申請人為正在清盤或已清盤的有限公司，須提交條款及細則列明所需的文件。[參閱條款及細則 2.13 條]	

備註：

- 1.申請人及主申請人須在申請表所提供的空白位置內填寫與其身份證明文件相同的中英文姓名（如適用）。
- 2.申請人應注意，申請轉遞服務所提交的所有文件，包括申請表，一般不予退還。所有已遞交的證明文件經香港郵政核實後會被銷毀。倘親身到郵政總局遞交申請，申請人可選擇出示以上證明文件的正本，有關文件經核實後將會被退還。

Supplementary Reference

Applicants may refer to the following table for the required document(s) before submission of Application:

In the case of an individual <input type="checkbox"/>	In cases other than an individual <input type="checkbox"/>	Completed
• Completed Application Form	• Completed Application Form	
• An employee/ex-employee of a business entity wishing to use the Service, a written proof shall be submitted. [Refer to Clause 2.4 of Terms & Conditions]	N/A	
• Valid proof of the Old Address [Refer to Clause 2.6 of Terms & Conditions]	• Valid proof of the Old Address [Refer to Clause 2.6 of Terms & Conditions]	
• Identity document(s) [Refer to Clause 2.8 of Terms & Conditions]	• The latest valid Business Registration Certificate [Refer to Clause 2.9 of Terms & Conditions]	
• Identity document of an agent (if applicable) [Refer to Clause 2.10 of Terms & Conditions]	• Identity document of an agent (if applicable) [Refer to Clause 2.10 of Terms & Conditions]	
• If an Application is made in respect of an Applicant who is under the age of 11 at the time of the submission of the Application, necessary documents as stipulated in the Terms and Conditions shall be submitted. [Refer to Clause 2.11 of Terms & Conditions]	N/A	
• If an Application is made in respect of an Applicant who is deceased, necessary documents as stipulated in the Terms & Conditions shall be submitted. [Refer to Clause 2.12 of Terms & Conditions]	• If an Application is made in respect of an Applicant which a limited company being wound up or has been wound up, necessary documents as stipulated in the Terms and Conditions shall be submitted. [Refer to Clause 2.13 of Terms & Conditions]	

Remarks :

1. An Applicant shall state his/her/its name in both English and Chinese (if applicable) as it appears on the Applicant's identity document in the space provided in the Application Form.
2. Applicant(s) should note that all documents, including the Application Form, submitted for the purposes herein may not be returned. Any supporting document(s) will be disposed of by Hongkong Post. In case of submission to Post Office by hand, Applicant(s) can choose to present the originals of the above supporting documents. The relevant supporting documents will be returned after verification.

香港郵政網址
Hongkong Post Website

<http://www.hongkongpost.hk>

郵件轉遞服務申請表格 APPLICATION FOR REDIRECTION OF CORRESPONDENCE

由申請人填寫 – I至VIII 部分 To be completed by applicant(s) - Sections I to VIII

註：(1) 填寫此申請表前，請詳細閱讀“郵件轉遞服務”的條款及細則。
Please read the Terms & Conditions of the Mail Redirection Service before filling in this application form.
(2) 請盡量用英文填寫地址。如篇幅不敷應用，請按表格編排，另加紙張。
Please complete the address in English as far as possible. If space provided is not enough, please write on separate sheet according to the format of this form.

I	*轉遞期間 * Period of Redirection 請參看條款及細則 (1), (2), (7) & (8) — see Terms & Conditions (1), (2), (7) & (8)
生效日 Commencement Date 日 Day / 月 Month / 年 Year	所需服務期 Required service period <input type="checkbox"/> 連續3個曆月 Consecutive 3 calendar months <input type="checkbox"/> 連續9個曆月 Consecutive 9 calendar months <input type="checkbox"/> 連續15個曆月 Consecutive 15 calendar months (最長轉遞期 Maximum mail redirection service period)

*選擇適當者加上“✓”號。Tick “✓” as appropriate.

II	*地址類別 *Nature of Address 請參看條款及細則 (1) & (6) - see Terms & Conditions (1) & (6)	
	商業 Business	私人 Private

*選擇適當者加上“✓”號。Tick “✓” as appropriate.

III	姓名 / 公司名稱 - 請參看條款及細則 (1) & (2) Name / Company Name - see Terms & Conditions (1) & (2) 請填上身份證明文件所示的中英文姓名 (如適用) Please fill in your name in both English and Chinese (if applicable) as they appear on the identity document		香港身份證 / 護照 / 出生證明書 (英文字母及頭3個數字) / 商業登記證號碼 - 請參看條款及細則 (2) HKID Card / Passport / Birth Certificate (English alphabet and the first 3 digits) / Business Registration Certificate No. - see Terms & Conditions (2)	香港郵政 核實 Verified by Hongkong Post
	中文 Chinese	英文(請用正楷) English (in Block Letters)		
	主申請人	Principal Applicant		

IV	舊地址 - 請參看條款及細則 (1), (2), (4), (5) & (8) Old Address - see Terms & Conditions (1), (2), (4), (5) & (8)	
	室 Flat/Room 樓 Floor 座 Block 大廈 Name of building _____ 街道/屋邨/鄉村名稱及門牌號數 Name and Number of Street/Estate/Village _____ 地區 District *香港/九龍/新界 (*刪去不適用者) *H.K./KLN./N.T. (*Delete as appropriate)	香港郵政核實 Verified by Hongkong Post 已核實證明文件 Documentary proof verified 核實人姓名： Name of Verifying Officer: _____ 核實人簽署： Signature of Verifying Officer: _____

如新地址位於本港，請填寫V(a)。若新地址位於海外，則請填寫V(b)。If your new address is located in Hong Kong, please complete V(a). In case it is an overseas address, please complete V(b).

V(a)	新地址 New Address	
	室 Flat/Room 樓 Floor 座 Block 大廈 Name of building _____ 街道/屋邨/鄉村名稱及門牌號數 Name and Number of Street/Estate/Village _____ 地區 District *香港/九龍/新界 (*刪去不適用者) *H.K./KLN./N.T. (*Delete as appropriate)	

V(b)	海外新地址 (如適用) - 請參看條款及細則 (5) Overseas New Address (if applicable) - see Terms & Conditions (5)	
	_____ _____ 街道 Street _____ 地區 District 城市 City _____ 國家 Country 郵遞區號碼 Post Code	

VI 有效的郵件轉遞及其他郵政服務帳戶 (如適用) Valid Redirection Request and Other Postal Service Accounts (if applicable)

(a) 如現存在有效的香港郵政郵件轉遞服務, 請提供以下資料。
If you have any current redirection request proceeded by Hongkong Post, please provide the following particulars.

舊地址 Old Address			郵件轉遞檔案編號 Redirection Reference No.
室 Flat/Room	樓 Floor	座 Block	大廈 Name of building
街道/屋邨/鄉村名稱及門牌號數 Name and Number of Street/Estate/Village			地區 District

*香港/九龍/新界(*刪去不適用者)
*H.K./KLN./N.T. (*Delete as appropriate)

(b) 如有使用其他香港郵政的服務及 / 持有任何香港郵政的帳戶, 必須同時更改其地址記錄。請在適當的方格內加上“✓”號, 並填上有關資料。
If you are using other postal services and/or holding any postal service accounts of Hongkong Post, the new address should also be updated. Please “✓” in the appropriate box(es) and fill in the relevant particulars.

<input type="checkbox"/>	1. 商業回郵服務*#	Business Reply Service*#	牌照號碼	Licence No.	
<input type="checkbox"/>	2. 國際商業回郵服務*#	International Business Reply Service*#	牌照號碼	Licence No.	
<input type="checkbox"/>	3. 郵資蓋印機*	Private Franking Machine*	牌照號碼	Licence No.	
<input type="checkbox"/>	4. 郵政私用信箱	Post Office Private Box	郵政局	Post Office	
			郵政信箱號碼	P.O. Box No.	
<input type="checkbox"/>	5. 簡便回郵服務	Freepost	簡便回郵參考編號	Freepost Ref. No.	
<input type="checkbox"/>	6. 授權收取支票	Authority of Cheque Acceptance	授權編號	Authority No.	
<input type="checkbox"/>	7. 綜合按金帳戶	Comprehensive Deposit Account	帳戶號碼	Account No.	
<input type="checkbox"/>	8. 特許郵遞	Permit Mailing	特許郵遞號碼	Permit No.	
<input type="checkbox"/>	9. 郵品訂購服務帳戶	Local Standing Order Service Account	帳戶號碼	Account No.	
<input type="checkbox"/>	10. 本地郵政速遞帳戶	Local CourierPost Account	帳戶號碼	Account No.	
<input type="checkbox"/>	11. 特快專遞帳戶	SpeedPost Account	帳戶號碼	Account No.	
<input type="checkbox"/>	12. 中小企業郵務協進會	PostalPlus for SME	會員號碼	Membership No.	

*牌照必須予以更新及須另外收費。*Licence should be amended under separate charge. #請參看條款及細則(7) & (8) # See Terms & Conditions (7) & (8)

VII 聯絡資料 Contact Information

主申請人姓名 Name of Principal Applicant: _____ 主申請人日間聯絡電話 Daytime Contact Tel. No. of Principal Applicant: _____
 代理人姓名 (如適用) Name of Agent (if applicable): _____ 代理人日間聯絡電話 Daytime Contact Tel. No. of Agent: _____
 電郵地址 Email Address: _____

註: 申請人如提供電郵地址, 通知書將以電郵發出。申請人應確保有關資料正確無誤, 如有任何更改, 請知會香港郵政。
Note: The notification will be sent via email if an email address is provided. Please make sure that the information concerned is correct. Should there be any changes, please notify Hongkong Post accordingly.
- 請參看條款及細則 (9) - See Terms & Conditions (9)

VIII 聲明 Declaration

我/我們, 主申請人, 代表在此申請表的所有申請人, 聲明以上申請人:-
 (i) 有意透過提交此申請表及所需的證明文件以申請轉遞服務;
 (ii) 已授權我/我們就其申請的服務, 成為主申請人;
 (iii) 在提交此申請表及所需的證明文件前, 已細閱並同意郵件轉遞服務的條款及細則;
 (iv) 明白提交此申請表及所需的證明文件構成對香港郵政有關使用“郵件轉遞服務”的要約, 惟香港郵政不一定接受此項申請;
 (v) 在此申請表及所需的證明文件所提供的資料在各方面均屬真實及準確;
 (vi) 在舊址並無任何人在郵件轉遞服務期間可以為申請人收取郵件, 並把郵件轉遞給申請人。
 I/we, the Principal Applicant, for and on behalf of all Applicant(s) in this Application Form, declare that such Applicants:-
 (i) intend to apply for the Service by way of submission of this Application Form and necessary supporting documents;
 (ii) have authorised me/us to be the Principal Applicant in respect of their application for the Service;
 (iii) have read and agree to the Terms & Conditions of Mail Redirection Service prior to the submission of this Application Form and necessary supporting documents;
 (iv) understand that the submission of this Application Form and necessary supporting documents constitutes as an offer to Hongkong Post in relation to the use of the Service, but Hongkong Post is not bound to accept such application;
 (v) the information given in this Application Form and submission of necessary supporting documents is true and accurate in every respect;
 (vi) the Old Address is not occupied by any person(s) who can receive and redirect the mail items to an Applicant during the Service period.



主申請人簽署 Signature of Principal Applicant: _____ 日期 Date: _____
 代理人簽署 (如適用) Signature of Agent (if applicable): _____ 日期 Date: _____
 代理人身份證明文件號碼 (英文及頭3個數字) (如適用) Identity Document No. of Agent (English alphabet and the first 3 digits) (if applicable): _____

公司印章 (主申請人公司適用) Company chop (for company of Principal Applicant)
 姓名及簽署 Name & Signature _____
 董事 Director / 授權人士 Authorized Person,
 代表上述公司 for and on behalf of the company above
 (如未能提供公司印章 if company chop is not available)

◆請參看條款及細則 (1) & (2) See Terms & Conditions (1) & (2)

你在本申請表所填報的個人資料, 香港郵政將用作處理你的申請事宜。你向我們提供你的個人資料, 全屬自願性質。如未能提供有關資料, 可能會影響是次申請的處理。除非所作用途為法例容許又或屬法例規定, 未經資料當事人同意, 所得的資料不會作其他用途。香港郵政一般的政策是, 除法例規定外, 不會向第三者披露任何足以辨識個別人士身份的資料。

根據《個人資料(私隱)條例》, 你有權查閱或更改香港郵政保存有關你的個人資料。你的查閱權利包括獲得本申請表上所填報資料的副本。如需查閱或更改資料, 請填妥《查閱資料要求表格》(Pos 736) 或《改正個人資料要求表格》(Pos 736A), 然後交回任何一間郵政局或寄交香港郵政個人資料私隱主任。表格可於香港郵政網頁及各郵政局索取。

The personal data you provide in this form will be used by Hongkong Post for processing your application. It is voluntary for you to provide your personal data to us. Failure to provide the required data may affect the processing of this application. We do not use for any other purposes without your prior consent unless such use is permitted or required by law. Hongkong Post's general policy is to disclose no personal identifiable information to third parties except as required by law.

Under the Personal Data (Privacy) Ordinance, you have a right to request access to or correction of the data about you being held by us. Your right of access includes the right to obtain a copy of your personal data as provided in this form. If you wish to do so, please complete the Data Access Request Form (Pos 736) or Personal Data Correction Request Form (Pos 736A) and return it to any post office or send it to our Personal Data Privacy Officer, Hong Kong Post. The forms are available at Hongkong Post website and all post offices.

香港郵政專用 For Hongkong Post Use

Name of applicant(s) and relative identification document(s) verified by: _____

At Payment Office

(Please affix the label generated from IPSS on this area)

At Delivery Office

Delivery Office Reference : _____
 Pm Consulted on (date) : _____
 Beat No. of Old Address : _____
 Redirection Card Issued on : _____
 Initial of the Redirection Duty : _____

• If items in Section VI(b) require updating, please notify the undermentioned division(s) by fax.
 • For item no. 1-5, please also forward copy of Business Registration Certificate(s), if available.

Service / Account	Division	Fax No.	Faxed on
1-3, 5-8	FSD	2526 1198	
4	RBD	2523 5220	
9	SPD - LSOS Unit	2191 9296	
10-12	CRM	2854 9623	

Initial of Pm _____

