



305, TRIQ HAL-QORMI, Marsa
MTP 1001 MALTA
Tel: 21224421 Fax: 21242052

TEMPORARY MAIL CUSTODY SCHEME - Commercial Application

Please tick one box ONLY to select service.	for a maximum period of 2 months or part thereof	1 day closure per week Day _____	
All mail (except Registered Mail)	€ 46.59	<input type="checkbox"/> 1(a)	€ 2.33 per day <input type="checkbox"/> 1 (b)
Ordinary Mail Only (incl. items that fit in letter box, eg Flats, single or double DVDs, etc.)	€ 23.29	<input type="checkbox"/> 2(a)	€ 2.33 per day <input type="checkbox"/> 2 (b)
Bulky Packets Only	€ 27.95	<input type="checkbox"/> 3(a)	€ 2.33 per day <input type="checkbox"/> 3 (b)
Parcels / Courier Consignments – EMS Datapost Only	€ 34.94	<input type="checkbox"/> 4(a)	€ 2.33 per day <input type="checkbox"/> 4 (b)
Registered Mail	For a Maximum Period of 7 days	<input type="checkbox"/> 5(a)	€ 2.33 per day <input type="checkbox"/> 5 (b)

Address: _____

_____ Post Code _____

Tel. / Mob: _____
Date of Commencement: _____
Date of Expiry: _____

ONLY mail addressed to the individuals listed hereunder will be retained

Signature	Name in Block Letters	I.D. Card No.

Mail to be delivered *Mail to be collected from _____

***If mail remains uncollected within agreed time frame, it will be returned to sender.**

Temporary Mail Custody is not applicable in instances of restrictions as laid down by any Legal Notices issued from time to time (e.g. Local Tribunal summons)

I certify that the above information is correct, and that these instructions to MaltaPost p.l.c. plc are being given at my sole risk and responsibility

Signature of Client

I.D. Number

FOR OFFICE USE

Certified Correct _____
Signature of Counter Administrator

Counter Date Stamp:

Batch No. _____

Date _____

This form must be filled in by the client and handed in personally at the counter in the relative Post Office Branches on presentation of the I.D. Card. The same applies on collection of mail.

TEMPORARY MAIL CUSTODY SCHEME - Commercial Application

PREAMBLE

This scheme has been prepared in line with the provisions laid down in Regulation 43 of the Postal Services (General) Regulations, 2005 (Legal Notice 328 of 2005).

This Postal Scheme is intended to inform the users of this service of their rights and obligations which are binding between them and MaltaPost p.l.c. alike.

FEES

	for a maximum period of 2 months or part thereof		1 day closure per week	Day
All mail (except Registered Mail)	€46.59	<input type="checkbox"/> 1(a)	€2.33 per day	<input type="checkbox"/> 1 (b)
Ordinary Mail Only (incl. items that fit in letter box, eg Flats, single or double DVDs, etc.)	€23.29	<input type="checkbox"/> 2(a)	€2.33 per day	<input type="checkbox"/> 2 (b)
Bulky Packets Only	€27.95	<input type="checkbox"/> 3(a)	€2.33 per day	<input type="checkbox"/> 3 (b)
Parcels / Courier Consignments – EMS Datapost Only	€34.94	<input type="checkbox"/> 4(a)	€2.33 per day	<input type="checkbox"/> 4 (b)
Registered Mail	For a Maximum Period of 7 days	<input type="checkbox"/> 5(a)	€2.33 per day	<input type="checkbox"/> 5 (b)

LOGGING AN ENQUIRY / COMPLAINT ON THIS SERVICE

Customers may lodge an Enquiry or Complaint via one of the following procedures :

e-mail: customercare@maltapost.com - info@maltapost.com
Fax: (+356) 2124 2052
Telephone: (+356) 2122 4421 (office hours)

Monday – Friday 07:30 – 16:00 (office hours)
Saturday 08:00 – 12:00
Telephone: 2596 1810 / 811 / 812
2596 1821 / 2

In person - MaltaPost p.l.c. Head Office, 305, Triq Hal-Qormi, Marsa MTP 1001 during office hours

By mail - MaltaPost p.l.c., Customer Care, 305, Triq Hal-Qormi, Marsa MTP 1001

Enquiry / Complaint Forms may be obtained from any MaltaPost p.l.c. branch, or via e-mail, mail or fax. Kindly call Customer Care on **2122 4421** for assistance.

After completing the Form, you are to mail it to MaltaPost p.l.c., Customer Care 305, Triq Hal-Qormi, Marsa MTP 1001.

An acknowledgement will be issued within two days of receipt of your Form.

Kindly note that Enquiries / Complaints can only be made up to six months from date of posting.

MALTAPOST P.L.C.'s COMMITMENT

MaltaPost p.l.c. will endeavour to finalise your Enquiry / Complaint:

- Within seven days from receipt of the enquiry / complaint for items posted locally.
- Within 90 days from receipt of the enquiry / complaint for items posted internationally (unless circumstances beyond our control prevent us from doing so given we depend on other Foreign Postal Administration).

OTHER FORMS OF REDRESS

Customers may seek other forms of redress or independent advice, including assistance from the Consumer and Competition Division or the Malta Communications Authority, when the mechanics of MaltaPost p.l.c.'s established code of practice have been exhausted without resolution of the complaint.

For further details regarding lodging of enquiries / complaints and compensation entitlements, kindly refer to the "MaltaPost p.l.c." website www.maltapost.com or contact our Customer Care department.

TEMPORARY MAIL CUSTODY SCHEME - Domestic Application

PREAMBLE

This scheme has been prepared in line with the provisions laid down in Regulation 43 of the Postal Services (General) Regulations, 2005 (Legal Notice 328 of 2005).

This Postal Scheme is intended to inform the users of this service of their rights and obligations which are binding between them and MaltaPost p.l.c. alike.

	For 1 week (MaltaPost p.l.c. working days)		1 week up to a maximum of 2 months	
All mail (except Registered Mail)	€4.66	<input type="checkbox"/> 1(a)	€11.65	<input type="checkbox"/> 1(b)
Ordinary Mail Only (incl. items that fit in letter box, eg Flats, single or double DVDs, etc..)	€3.49	<input type="checkbox"/> 2 a)	€5.82	<input type="checkbox"/> 2(b)
Bulky Packets Only	€3.49	<input type="checkbox"/> 3(a)	€5.82	<input type="checkbox"/> 3(b)
Parcels / Courier Consignments – EMS Datapost Only	€3.49	<input type="checkbox"/> 4(a)	€5.82	<input type="checkbox"/> 4(b)
Registered Mail	€3.49	<input type="checkbox"/> 5(a)	Requires a Redirection Form	<input type="checkbox"/> 5(b)

LOGGING AN ENQUIRY / COMPLAINT ON THIS SERVICE

Customers may lodge an Enquiry or Complaint via one of the following procedures :

e-mail: customercare@maltapost.com - info@maltapost.com
Fax: (+356) 2124 2052
Telephone: (+356) 2122 4421 (office hours)
800 7 2244
Monday – Friday 07:30 – 16:00 (office hours)
Saturday 08:00 – 12:00

In person - MaltaPost p.l.c. Head Office, 305, Triq Ħal-Qormi, Marsa MTP 1001 during office hours

By mail - MaltaPost p.l.c., Customer Care, 305, Triq Ħal-Qormi, Marsa MTP 1001

Enquiry / Complaint Forms may be obtained from any MaltaPost p.l.c. branch, or via e-mail, mail or fax. Kindly call Customer Care on **2122 4421** for assistance.

After completing the Form, you are to mail it to MaltaPost p.l.c., Customer Care, 305, Triq Ħal-Qormi, Marsa MTP 1001.

An acknowledgement will be issued within two days of receipt of your Form.

Kindly note that Enquiries / Complaints can only be made up to six months from date of posting.

MALTAPOST P.L.C.'s COMMITMENT

MaltaPost p.l.c. will endeavour to finalise your Enquiry / Complaint:

- Within seven days from receipt of the enquiry / complaint for items posted locally.
- Within 90 days from receipt of the enquiry / complaint for items posted internationally (unless circumstances beyond our control prevent us from doing so given we depend on other Foreign Postal Administration).

OTHER FORMS OF REDRESS

Customers may seek other forms of redress or independent advice, including assistance from the Consumer and Competition Division or the Malta Communications Authority, when the mechanics of MaltaPost p.l.c.'s established code of practice have been exhausted with resolution of the complaint.

For further details regarding lodging of enquiries / complaints and compensation entitlements, kindly refer to the "MaltaPost p.l.c." website www.maltapost.com or contact our Customer Care department.



305, TRIQ HAL QORMI, MARSA
MTP 1001,
Tel: 21224421 Fax: 21242052

TEMPORARY MAIL CUSTODY SCHEME - Domestic Application

Please tick one box ONLY to select service.	For 1 week (MaltaPost p.l.c. working days)		1 week up to a maximum of 2 months	
	Price	Selection	Price	Selection
All mail (except Registered Mail)	€4.66	<input type="checkbox"/> 1(a)	€11.65	<input type="checkbox"/> 1(b)
Ordinary Mail Only (incl. items that fit in letter box, eg Flats, single or double DVDs, etc..)	€3.49	<input type="checkbox"/> 2(a)	€5.82	<input type="checkbox"/> 2(b)
Bulky Packets Only	€3.49	<input type="checkbox"/> 3(a)	€5.82	<input type="checkbox"/> 3(b)
Parcels / Courier Consignments – EMS Datapost Only	€3.49	<input type="checkbox"/> 4(a)	€5.82	<input type="checkbox"/> 4(b)
Registered Mail	€3.49	<input type="checkbox"/> 5(a)	Requires a Redirection Form	<input type="checkbox"/> 5(b)

Address: _____

Tel. / Mob: _____

Date of Commencement: _____

Date of Expiry: _____

_____ Post Code _____

ONLY mail addressed to the individuals listed hereunder will be retained

Signature	Name in Block Letters	I.D. Card No.

Mail to be delivered

*Mail to be collected from _____

***If mail remains uncollected within agreed time frame, it will be returned to sender.**

Temporary Mail Custody is not applicable in instances of restrictions as laid down by any Legal Notices issued from time to time (e.g. Local Tribunal summons)

I certify that the above information is correct, and that these instructions to MaltaPost p.l.c. plc are being given at my sole risk and responsibility

Signature of Client

I.D. Number

FOR OFFICE USE

Certified Correct _____
Signature of Counter Administrator

Counter Date Stamp:

Batch No. _____

Date _____

This form must be filled in by the client and handed in personally at the counter in the relative Post Office Branches on presentation of the I.D. Card. The same applies on collection of mail.