



MaltaPost p.l.c.  
305, Qormi Road,  
Marsa MTP 1001, Malta

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info@maltapost.com  
www.maltapost.com

# TEMPORARY MAIL CUSTODY COMMERCIAL APPLICATION FORM

RET/004-3

PLEASE TICK THE APPROPRIATE BOX TO SELECT SERVICE:

|   | FOR A MAXIMUM PERIOD OF 2 MONTHS<br>OR PART THEREOF |  |   | 1-DAY CLOSURE PER WEEK<br>DAY (E.G. MONDAY) _____ |  |   |
|---|---|--|---|---|--|---|
| ALL MAIL INCLUDING LETTER PACKETS                       | €60   |  | 1 | €4 PER DAY  |  | 1 |
| REGISTERED MAIL ONLY (MAX PERIOD OF 7 DAYS)             | €10   |  | 2 |   |  | 2 |
| ORDINARY MAIL ONLY I.E. ITEMS WHICH FIT IN A LETTER BOX | €28   |  | 3 |   |  | 3 |
| BULKY PACKETS (I.E. LETTER PACKETS) ONLY                | €33   |  | 4 |   |  | 4 |
| PARCELS / COURIER CONSIGNMENTS<br>EMS DATAPOST ONLY     | €42   |  | 5 |   |  | 5 |

|                 |                     |
|-----------------|---------------------|
| CONTACT PERSON: | TELEPHONE / MOBILE: |
| ADDRESS:        |                     |
| COMMENCES ON:   | EXPIRY DATE:        |
| EMAIL ADDRESS:  |                     |

ONLY MAIL ADDRESSED TO THE INDIVIDUALS/ENTITIES LISTED HEREUNDER, WILL BE RETAINED

| SIGNATURE | NAME IN BLOCK LETTERS | I.D. CARD NUMBER |
|-----------|-----------------------|------------------|
|           |                       |                  |
|           |                       |                  |
|           |                       |                  |
|           |                       |                  |

|                            |  |                                  |  |
|----------------------------|--|----------------------------------|--|
| MAIL TO BE DELIVERED - €10 |  | *MAIL TO BE COLLECTED FROM _____ |  |
|----------------------------|--|----------------------------------|--|

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

TEMPORARY MAIL CUSTODY IS NOT ACCEPTABLE 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 plc are being given at my sole risk and responsibility

|                           |                   |
|---------------------------|-------------------|
| SIGNATURE: (ANY OF ABOVE) | I.D. CARD NUMBER: |
|---------------------------|-------------------|

|                        |                       |
|------------------------|-----------------------|
| <b>FOR OFFICE USE:</b> |                       |
| CERTIFIED CORRECT:     | ACCOUNT HOLDER STAMP: |
| BATCH NO:              |                       |
| DATE:                  |                       |

This form is to be completed by the client and handed in personally at the counter on presentation of the ID Card. The same applies to collection of mail.

# TEMPORARY MAIL CUSTODY COMMERCIAL APPLICATION FORM

## 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 users of this service of their rights and obligations which are binding between them and MaltaPost plc alike.

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| BULKY PACKETS (I.E. LETTER PACKETS) ONLY                | €33  |  | 4 |  | 4 |
| PARCELS / COURIER CONSIGNMENTS EMS DATAPOST ONLY        | €42  |  | 5 |  | 5 |

No fee is to be paid for the Temporary Mail Service by clients who are subscribers of the Corporate Courier Service. In this case, Temporary Mail Custody Commercial Application form is to be mailed to: **MaltaPost Data Input Office, MaltaPost Head Office, Triq Ħal Qormi, il-Marsa, MTP1001** rather than presented personally at the Retail Outlet and it should be supported with a certified copy of the Authorised Representative's ID Card.

## LOGGING AN ENQUIRY / COMPLAINT ON THIS SERVICE

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

e-mail: [info@maltapost.com](mailto:info@maltapost.com)

Private message on Facebook: <https://www.facebook.com/maltapost>

Telephone - (+356) 2122 4421

Freephone - 800 7 2244

Call centre operating hours are from:

8.30 am to 2.30 pm (Mon - Fri) (excluding Public Holidays)

7.30 am to 12.30 pm (Sat) (excluding Public Holidays)

In person - MaltaPost plc, Head Office, 305, Triq Ħal-Qormi, MTP 1001 Marsa during office hours

Office hours are from:

8.00 am to 4.00 pm (Mon - Fri) (excluding Public Holidays)

By mail - MaltaPost plc, Customer Care Department, 305, Triq Ħal-Qormi, MTP 1001 Marsa

Enquiry / Complaint forms may be obtained from any MaltaPost plc outlet, or via e-mail, mail or fax or downloaded from website.

Kindly call Customer Care on 2122 4421 or email [info@maltapost.com](mailto:info@maltapost.com) for further assistance.

After completing the form, you are to mail it to:

MaltaPost plc, Customer Care, 305, Triq Ħal-Qormi, MTP 1001 Marsa

An acknowledgement will be issued within two days of receipt of form. Kindly note that Enquiries / Complaints can only be made up to six months from date of posting.

## OUR COMMITMENT

MaltaPost plc will endeavour to finalise your Enquiry / Complaint:

Within seven days from receipt for items posted locally;

Within 90 days from receipt 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's established code of practice have been exhausted without resolution of the complaint.