

Redirections

Every year, 1.3 million households and businesses use Royal Mail's redirections service and, on average, there are 900,000 redirections "live" at any time.

Redirections are an important part of the universal service – the fundamental set of postal products and services that Royal Mail is obliged to provide. Many items of mail are of vital importance to the recipients – hospital appointments, details of job interviews, exam results and legal papers are all routinely sent by post.

When Royal Mail was the only postal operator in the market, redirections were a straightforward business. Every letter that dropped through the door was delivered by Royal Mail. If customers moved to a new home or business address, there was just one postal organisation to notify with a new address.

Although the mail market is now fully open to competition, almost all mail is still delivered by Royal Mail – even if collection and sorting has been handled by a new entrant to the market. But as competition develops, we are likely to start to see more new firms also offering delivery services, so we must make sure that new postal operators can, if they wish, provide their customers with the option of a redirection service.

That means Postcomm has a job to do in making sure the redirections service continues to run smoothly, by ensuring good systems are in place to allow Royal Mail to share – as necessary - information on address changes.

Following discussions with Royal Mail and other interested parties, and as part of the new regulatory framework for Royal Mail, Postcomm will ensure that the redirection of mail takes account of competition in the postal services market and that it protects the interests of all mail users.

Useful links

- www.psc.gov.uk – Postcomm's website, for further information on all aspects of the UK mail market
- www.royalmail.com – Royal Mail's website

Please contact Postcomm for a full list of titles available in this series.

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Postcomm is the independent regulator for postal services in the UK. This is one of a series of fact sheets designed to provide background information on key issues in the postal services sector. Contact us at 6 Hercules Road, London, SE1 7DB. **Tel** 020 7593 2100, **Email** info@psc.gov.uk

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Email: info@psc.gov.uk

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