

Redirection order

If you will be temporarily away from home or are moving

Receive your mail wherever you go. Our REDIRECTION SERVICE will forward your mail automatically to the requested address.

Are you moving or planning to be away from home for a while? Use our REDIRECTION SERVICE. Mail items will also be redirected to the requested address for up to 12 months in cases of death or other reasons.

To make sure that you always get your mail without exception, submit your redirection order no later than five days before the date you want forwarding to begin.

When should I use the REDIRECTION SERVICE?

If your recipient address for mail items has changed for one of the following reasons:

- A move
- A case of death
- Guardianship – for court-ordered guardianship (,gerichtlich angeordneter Betreuung') or health care proxy under private sector law (,privatrechtlicher Betreuungsvollmacht')
- Insolvency
- Temporary absence, i.e., temporary change of address (e.g., a temporary job transfer, a stay for medical reasons, or similar)

A private **redirection order** is requested for one or more persons of a household who are the **designated recipients of mail items**.

A **business redirection** order is requested for the designated recipient of mail items for whom the REDIRECTION SERVICE is set up at an establishment, a company or a public organization.

Please note:

Submit your redirection order no later than five working days before the date you want forwarding to begin.

Deutsche Post offers contractual time periods of six or 12 months (for moves, cases of death or other reasons) for mail forwarding. The minimum time period for mail forwarding during a temporary absence is 14 days, the maximum 12 months.

What is included in the REDIRECTION SERVICE?

- Forwarding of mail items to the new address – for all individuals of a private household listed in the order (private order, 12 persons maximum) or a company (business mail forwarding request).

- A climate-friendly product – the REDIRECTION SERVICE prevents unnecessary delivery attempts to a former address, and the forwarding of your mail items is always carbon-neutral. The emissions caused by transport are compensated through investments in climate protection projects.
- Notifications of your relocation to important third parties – upon request, contractual partners such as banks or insurance companies will be notified of your new address so that they can continue to reach you (relevant if you move).

What else is important to know about using the REDIRECTION SERVICE?

- Please note that it will take longer than normal for forwarded mail to reach you.
- If you are only going to be temporarily absent from your current address, please note that mail items that we receive one day before the end of the forwarding period will still be forwarded.
- If you are having problems with mail forwarding to an international address, please contact the local postal services provider to ensure that the items have not been incorrectly processed there or that the delay is caused by a different reason other than the typical forwarding delay.
- You can help us make sure that you get your mail at your new location without any problems. How?
 - If you are moving to a new address, remove any name labels/plates or other labels (e.g. ,Bitte keine Werbung' (no advertising)) from mailboxes and door buzzers.
 - Make sure that the mailbox at your new address/new location is labeled clearly and that it can be easily accessed by our delivery staff.
 - Make sure that your street number is clearly visible at your new address.
 - Notify your contacts (e.g., publishers or banks) about your change of address.

How can I order the REDIRECTION SERVICE?

You can order the REDIRECTION SERVICE online at our **Deutsche Post shop**, at one of our Deutsche Post retail outlets by using a set of forms or at a Poststation. Please note that REDIRECTION SERVICE forwarding requests of 12 months can only be ordered online in the Deutsche Post shop. To make sure you're never out of touch, order the REDIRECTION SERVICE no later than five days before the date you want forwarding to begin.

