



GOVERNMENT OF GIBRALTAR

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PRESS RELEASE

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NEW INSURED SERVICE TO THE UK

The Royal Gibraltar Post Office will be launching a new Insured Service to the UK on Friday 9th October 2009, to coincide with World Post Day. This will provide a secure, reliable and fast service to the UK. Items posted before 1.30pm on any weekday will be airlifted to the UK and passed to Royal Mail that same day. They will then be routed via Royal Mail's secure network as opposed to being moved with their first class mail. Throughout the last eighteen months over 30,000 items have been posted with a test customer and not a single package has been reported lost. The average delivery time for non-dutiable items was three working days after posting.

The product, however, is geared to providing an enhanced secure service at an affordable cost. The cost of the new service has been kept low at £3.00 plus postage but, due to its proven reliability, offers a higher fixed rate of compensation at £50.00 (as opposed to £21.00) in the unlikely event that an item should be lost.

The service will be exclusively available at the Main Street General Post Office counters and is only for items up to 2kg.

Customers will also be able to more effectively rely on the Royal Mail Customer Care Contact Number + 44 175 238 7112 when tracing Insured items. Royal Mail periodically downloads all delivered Insured item barcodes onto their website where it will be possible to confirm delivery of the item at <http://track.royalmail.com/>. In addition, provided the Insured item is not sent to an institution (such as bank, hospital, university etc), the signature of the person signing for the item will also be posted on the Royal Mail website.

"This new Insured Service will provide the community, in particular the business community, with a much more secure yet economical means of conveying small postal packets to the UK" said the Hon J J Holliday, Minister with responsibility for Postal Services. The new service can also provide an effective platform for e-commerce fulfilment activities.