


	<p style="text-align: center;"><b>Royal Gibraltar Post Office</b></p> <p style="text-align: center;">Postal Headquarters 104 Main Street Gibraltar</p>	
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### **POSTAGE FOR MAIL SENT TO GIBRALTAR**

As notified over the last two years, RGPO customers are once again reminded that mail posted to them from the UK may be delayed if the sender does not apply the applicable European Rate of Postage for Gibraltar. A First Class stamp / Postage Paid Impression in the UK does not meet the required postage for Gibraltar. Underpaid items may be intercepted by the Royal Mail Revenue Protection Team and thereafter sent overland via La Poste (France) and Correos (Spain), with delays of up to 8 weeks. Accordingly, customers are advised to inform their correspondents in the UK, especially so in the case of hospitals where urgent appointments are concerned, to apply the applicable European Rate of Postage when sending post to Gibraltar.

Customers are reminded that pre-addressed and prepaid reply envelopes from UK entities, for example the credit card payment envelopes to be returned to the UK, must have the correct postage rate from Gibraltar to UK applied when posted on the return leg. Any unpaid / underpaid item intercepted by the RGPO will be stopped and sent back to the originator in due course with associated delays. UK paid postage does not cover postage from Gibraltar and the appropriate Gibraltar postage to the UK needs to be applied. Only pre-addressed items bearing an International Business Reply Service (IBRS) logo do not require the application of postage.

Customers are further advised that many institutions in the UK including Banks, Hospitals and the UK Pensions Office are now contracting with foreign postal administrations operating from the UK, as opposed to Royal Mail, for the movement of their mail. This achieves savings for these institutions but the possible down side is a much reduced quality of service. These items are not necessarily directly airlifted to Gibraltar and in some cases errantly transit Europe via truck before being re-despatched by air or truck to Gibraltar. Over the last week we have received a quantity of mail from the UK Pensions Office which had been sent via these other means as opposed to Royal Mail. This mail has arrived with considerable transit delays. Customers are advised that the Royal Gibraltar Post Office has no control over the transit times for such items, often clearly identified by their postmark. All mail is immediately sorted and delivered upon arrival in Gibraltar.

Any inconvenience to our customers is regretted.