



CLAIM FORM

Please attach the following documents with this claim form*:

- Legible copy of Posting Docket/Consignment Note/Posting Receipt/ ezy2ship label
- Original Invoice / receipt for goods and/or repairs listed below
- Packing List/Receipts

Article No.* _____

(*all mandatory fields must be completed for processing of claim)

CLAIM DETAILS	Description of lost/damaged/tampered items* _____ _____ _____ _____	Item Value* (Note: Claims will be in SGD) _____ _____ _____ _____
PAYMENT MODE (Please tick either one)	Mode of Payment: ☐ PayNow Payee name on bank record* : (Please check your banking app to ensure PAYNOW name spelling and format is correct, Do note that claims cannot be processed for an incorrect PAYNOW name) _____ Name of Bank:* _____ PayNow Number:* _____ Email Address (for payment notification)* _____	Mode of Payment : ☐ Bank Giro Payee name on bank record*: _____ Name of Bank:* _____ Bank Account Number:* _____ Branch Code* _____ Bank Code* _____ Email Address (for payment notification)* _____
DECLARATION	1. I/We hereby declare that the information given on this form is to the best of my/our knowledge and belief, true, correct and complete. 2. I/We hereby declare that at the time of submitting this claim, the item was not received by the sender/addressee or it was not received in good external condition. 3. I/We understand that my/our claim may be rejected, if I/we have made any false or fraudulent statement or deliberately left out any relevant information, relating to my/our claim on this form or in any document provided. 4. In connection with the claim(s) submitted in this form, I/we give consent for SingPost and their respective representatives or agents to collect, use, store my/our personal data and other information on this form and in any document provided by me/us for purposes which include SingPost evaluating, processing, administering and/or managing my/our claim(s).	
IMPORTANT NOTE	1. Please ensure retention of all supporting documents, including this claim form. 2. SingPost is not liable for any indirect or consequential loss or damage which may be suffered in relation to this claim. 3. If SingPost accepts this form, it does not mean that SingPost is taking legal responsibility for your claim. 4. If SingPost accepts this claim, it will constitute a full and final settlement of this item. 5. For more information on SingPost data protection policy, please refer to our website at www.singpost.com/privacy-policy	
Name of Claimant*		Signature of Claimant*
		Submission Date*

HOW TO FILE A CLAIM:

- All claims must be filed in writing by the contracting party to SingPost within:
 - 14 working days (Tracked Package)
 - 30 calendar days (Speedpost Services)
 - 30 calendar days from the date of payment. (vPost)
- Complete the attached Claim Form in full. Please type or write legibly.
- **Attach all copies of relevant receipts or supporting documents to substantiate the amount being claimed. e.g.: Original purchase receipt, receipts, itemized repair quotation from an independent source, electronic payment confirmation, proforma / commercial invoice, etc.**
- Submit the claim form and your supporting documents to:

To:

Customer Service
Singapore Post Limited
10 Eunos Road 8 #05-37
Singapore Post Centre
Singapore 408600

- SingPost's liability for any loss of or damage to any article or its contents shall be limited to:
 - **Tracked Letterbox:** a maximum amount of S\$10 per article or the declared value of the article, whichever is lower;
 - **Speedpost Domestic Service:** a maximum amount of S\$150 per article or the declared value of the article, whichever is lower;
 - **Speedpost Premium:** a maximum amount of S\$500 per article or the declared value of the article, whichever is lower ;
 - **Speedpost Saver International:** a maximum amount of S\$68 per article or the declared value of the article, whichever is lower;
 - **Speedpost International Service:** a maximum amount of S\$150 per article or the declared value of the article, whichever is lower;
 - **vPost (with vCare):** the full amount of shipping charges paid by you for the item; and 100% of the declared value of the item for which you have a justified claim, subject to maximum amount of SGD\$10,000 for all items shipped pursuant to a single consignment note.
 - **vPost (without vCare):** the full amount of shipping charges paid by you for the item; and 50% of the declared value of the item, whichever is lower, which you have a justified claim of up to a maximum amount of SGD\$150 per package.
- For more information on SingPost Terms and conditions, please refer to our website at:
 - [Tracked Package](#)
 - [Registered Services](#)
 - [SpeedPost Services](#)
 - [vPost](#)