

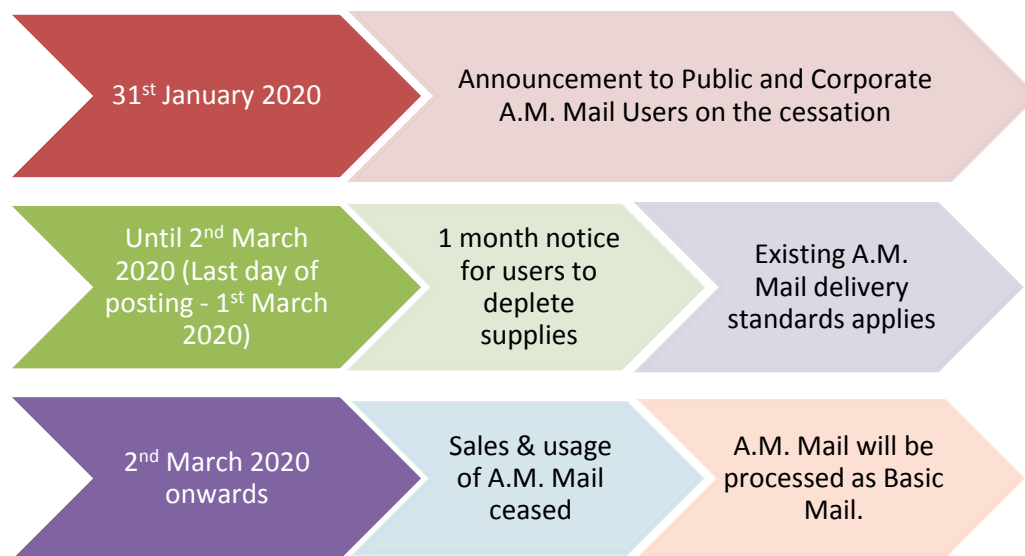
FAQs for A.M. Mail Cessation w.e.f. 2nd March 2020

Q1. When will A.M. Mail be ceased?

A1. All A.M. Mail stocks will be off the shelves at Post Offices island-wide on 2nd March 2020. Existing A.M. Mail packaging (based on current A.M. Mail delivery standards) may still be used up to and including 1st March 2020. From 2nd March 2020, the A.M. Mail delivery standards will no longer apply and mail sent in A.M. Mail packaging will be delivered as Basic Mail.

Q2. What is the time line?

A2. See below for the timeline:



Q3. What will happen if I post A.M. Mail on or after 2nd March 2020?

A3. A.M. Mail will be processed as Basic Mail, and is subjected to the prevailing delivery standards of Basic Mail.

Q4. I am unable to use up my remaining A.M. Mail stocks by the cessation date. Can I get a refund instead?

A4. For customers with refund quantity of less than 100 pieces, please walk in to any Post Office island-wide for a refund.

For customers with refund quantity of more than 100 pieces, kindly call 1605 or email to custsvcs@singpost.com to arrange for a refund at your preferred Post Office.

*Do note that all refunds must be completed by 31st March 2020 and may be rejected if A.M. Mail is found to be non-authentic and/or in a used condition.

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