

Hold Mail Service – a secure, reliable and professional mail service.
Entrust your confidentiality with us.



THE BENEFITS

- ✓ Unlimited mail storage space
- ✓ Unique mailing address in Singapore
- ✓ Up to 6 courier deliveries locally
- ✓ Up to 3 pre-approved recipients
- ✓ Secure mail handling and storage

How Hold Mail Service Works?

A dedicated, premium storage facility (known as a Suite) and a personalized address will be assigned. Mail can immediately be redirected to this new address. All received mail will be securely stored and be delivered to the Hold Mail Service Suite owner upon request.

Usage of the Hold Mail Address

All correspondence addressed to or in care of the Hold Mail Service owner will be accepted. Note that it's mandatory to include the Hold Mail address assigned and Hold Mail owner's name must be included as an addressee.

The following are examples of what Hold Mail Service will accept:

- Amber Lim
- Amber Lim & C/O Chan Wai Hong

Standard HMS Package* (Per HMS Suite)

SGD 1284
One (1) year

SGD 3466#
Three (3) year

*Terms and conditions apply. Prices shown are inclusive of GST. Additional charges apply for additional principal name.

#10% discount applied for 3 year subscription, usual price is \$3688.

How to subscribe?

It is easy and convenient to subscribe for the Hold Mail Service. Simply submit the completed and signed form with the supporting documents by email to holdmail@singpost.com or by mail to the following address:

HOLD MAIL OFFICE
Singapore Post Limited
10 Eunos Road 8, #01-30
Singapore Post Centre
Singapore 408600

To sign up online please visit our website:
www.holdmail.com.sg

For more information, visit us at
www.holdmail.com.sg
or call our dedicated line at
+65 6845 6901

Our dedicated line is available Mon-Fri, 9:00am – 6:00pm, excluding Singapore public holidays.

Enjoy complete peace of mind with the secure and reliable Hold Mail Service.

HMS Registration Form

Dear Valuable Client,

Please complete and sign this HMS Registration Form to subscribe to HoldMail Service (HMS). Please send us the completed HMS Registration Form and colored scanned copy of the passport(s)* of all HMS applicant(s) and Pre-Approved recipient(s) either by mail or email.

Once SingPost receives your completed and signed HMS Registration Form, we will issue the HMS suite to you, and we will email you the HMS address for your new HMS suite. Please note that you are required to fill in separate HMS Registration Forms (with the accompanying additional charges) for each additional HMS suite you wish to purchase. A different address will be issued for each HMS suite.

You will then need to request your Service Provider(s) to change your existing mailing address to the new HMS suite address.

For more information about the HMS, please visit our website: www.holdmail.com.sg, or call the HMS Hotline at +65 6845 6901 or email us: holdmail@singpost.com

** Only the last three (3) numerical digit of the passport(s) will be collected and administered for the subscription of Hold Mail Service. We advise against any full disclosure of passport(s) number and will omit such information to abide by the Personal Data Protection Act 2012 ("PDPA").*

I, the undersigned _____ (full name)
would like to subscribe for the Hold Mail Service (HMS) on the Terms and Conditions set out in this HMS Registration Form. I understand that all my mail (including monthly account statements, trading summaries, etc.) in relation to my Service Provider(s) account(s) with the Service Provider(s) will be stored by SingPost and delivered to me or to one of my pre-approved recipients from my pre-approved list of appointed recipients at a mail delivery appointment. I represent and warrant that I am the primary account holder of (or person authorized to deal with) the Service Provider(s) account(s) and that I have the full rights and authority to receive and access all account information of the Service Provider(s) account(s) (including but not limited to its financial information).

SUBSCRIPTION FOR Individual Company#

- Standard HMS Package SGD 1284 per year for each HMS suite
 Standard HMS Package SGD 3466 for 3 years subscription for each HMS suite
 Family HMS Package SGD 2996 for 1 years for each HMS suite
 Family HMS Package SGD 8089 for 3 years for each HMS suite

All HMS package are inclusive of GST. 3 years package is inclusive of 10% discount.

1. CLIENT DETAILS (WRITE IN CAPITAL LETTERS)

Dr Mr Mrs Ms Mdm

Please attach a colored scanned copy of the passport for individual account.

Full name (as per passport)

Passport no. (Last 3 numerical digit) * * * * * Expiry date (as per passport)

Nationality Primary contact no. (code) (number)

Primary Email

RELEASE ADDRESS

City

Province Apartment/unit no. Postal code

Street Country

IF FOR COMPANY (# MANDATORY IF YOU ARE SIGNING FOR A COMPANY ACCOUNT)

Please attach a colored scanned copy of the company registration certificate.

Company's name

Registration No. Date of incorporation

Country of incorporation Primary contact no. (code) (number)

Email Same as primary email

HMS Registration Form

APPLICABLE FOR FOR FAMILY PACKAGE (ADD UP TO 3 MORE SUPPLEMENTARY NAME)

Please attach a colored scanned copy of the passport for individual account and the company registration certificate(only applicable for company account).

Dr Mr Mrs Ms Mdm

Full name (1) (as per passport)

Passport no. (Last 3 numerical digit)

Expiry date

Nationality (as per passport)

Email

Tel

Company Name (if account is for company)

Registration no.

Date of incorporation

Dr Mr Mrs Ms Mdm

Full name (1) (as per passport)

Passport no. (Last 3 numerical digit)

Expiry date

Nationality (as per passport)

Email

Tel

Company Name (if account is for company)

Registration no.

Date of incorporation

Dr Mr Mrs Ms Mdm

Full name (1) (as per passport)

Passport no. (Last 3 numerical digit)

Expiry date

Nationality (as per passport)

Email

Tel

Company Name (if account is for company)

Registration no.

Date of incorporation

2. HMS SUITE DESCRIPTION

SERVICE:

- > Unlimited Mail storage
- > Up to 6 courier deliveries per year locally
- > Self-collection at SingPost Centre
- > Up to 3 pre-approved recipients
- > Secure mail handling and storage

MAIL DELIVERY SERVICE:

- a) Courier delivery: free of charge within Singapore (up to 6 courier deliveries per year)
- b) Self – collection: free of charge

HMS ADDRESS USAGE:

The HMS Address issued by SingPost is solely dedicated to a client's name. It cannot be used by clients' family member(s) or any other individuals, or company(es) that belong to a client.

DELIVERY APPOINTMENT:

To collect your mail, you have the option to either book a courier delivery or do a self-collection at Singapore Post Centre (located at 10 Eunos Road 8, Singapore 408600).

For both options, you are required to make a delivery appointment by sending an email one (1) working day in advance, before 2:00 PM to holdmail@singpost.com stating the date, time, type of delivery (either courier delivery in which you should state the address to be delivered to, or self-collection) and recipient's name. Please quote the relevant HMS suite number(s).

SingPost will only release the mail if you have made a mail delivery appointment in the correct format (above), and only for the HMS suite number(s) provided for in your email to SingPost. Courier delivery or self-collection can be performed only within the HMS working hours of 9.00am to 5.30pm from Mondays to Fridays, excluding public holidays in Singapore.

3. PRE-APPROVED RECIPIENTS

The HMS mail delivery can only be made to you or to the person(s) specified in this list of pre-approved recipients. Please provide the details of your pre-approved recipients. You should not appoint any staff or employee of the Service Provider(s) (eg. your relationship manager at the Service Provider(s)) as your pre-approved recipient. **Please submitted scanned copies of your pre-approved recipient(s) passport(s) with this HMS Registration Form.**

PRE-APPROVED RECIPIENT(S) FOR MY HMS SUITE

Full name (1) (as per passport)

Tel

Full name (2) (as per passport)

Tel

Full name (3) (as per passport)

Tel

Note: Please update SingPost of any changes to you and your pre-approved recipients details. All recipients are required to present their original passport to the HMS courier for verification against SingPost's records of such recipient's at the mail delivery appointment before the HMS courier will hand over any of your mail to the recipient.

HMS Registration Form

4. HMS ADDRESS(ES)

Upon successful subscription to the HMS, you will receive notification of your new HMS address(es) by email:

Email Same as primary email

5. REFERENCE

How did you hear about HMS?(e.g name of a service provider, SingPost, Google, Bing, Yahoo, LinkedIn, Facebook, etc. if applicable)

6. PAYMENT OPTIONS

Cash Cheque Credit Card TT

I authorize SingPost to charge SGD 1284 SGD 2996 SGD 3466 SGD 8089
 per HMS suite to my credit/debit card Each year Every three years
 being the fee for the Standard HMS Package. Family HMS Package.

In addition, we also authorize SingPost to charge to our credit/debit card all other applicable charges in relation to the HMS as set out in this HMS Registration Form, the HMS Terms and Conditions and at the HMS website: <http://www.holdmail.com.sg>

Name as per Credit Card Credit card no.
 Expiry date Type. Visa Mastercard

7. INSTRUCTIONS FOR SHREDDING OF UNCOLLECTED MAIL OR OTHER MAIL ON REQUEST

In the event I do not collect my mail (from the preceding year e.g. 2013) by 30th June of the following year (e.g. 30 June 2014) or I request SingPost to shred such unwanted mail, I hereby authorize SingPost to shred my mail without liability (including any inadvertent disclosure of the mail outside the reasonable control of SingPost) from my HMS suites as necessary. A one-time shredding fee of \$100-200 is chargeable and borne by the HMS customer.

Note: If you prefer not to have your uncollected mail shredded after 30th June as set out above, and to instead receive the uncollected mail from all your HMS suites by ordinary local or international mail to your Release Address, please ensure that you notify SingPost by email to holdmail@singpost.com in advance no later than 1st June of the relevant period. Additional surcharges will apply.

8. ACKNOWLEDGEMENT AND AUTHORISATION

I, the undersigned, confirm (a) my acceptance of the terms and conditions set out in this HMS Registration Form and the HMS Terms and Conditions below and (b) the accuracy and authenticity of the information set out in this HMS Registration Form.

Signature _____ : Name _____
 _____ : Date _____

FOR SINGPOST OFFICIAL USE ONLY	
HMS Registration Form received & verified by Signature _____ : Name _____ _____ : Date _____	Authorised & Approval Signature Signature _____ : Name _____ _____ : Date _____
HMS Suite Number <input style="width: 150px;" type="text"/>	HMS Suite Number (1) <input style="width: 150px;" type="text"/>
Commencement date _____ Expiry date _____	HMS Suite Number (2) <input style="width: 150px;" type="text"/>
Discount applied _____	HMS Suite Number (3) <input style="width: 150px;" type="text"/>

TERMS & CONDITIONS

1) The "Terms and Conditions" sets for "Hold Mail Service" is owned and operated by Singapore Post Limited.

2) Definitions:

"Service Provider(s)" means the organization, business or individual which offers service to others in exchange for payment.

"Customer" means an individual or company owner who is an applicant or existing HMS Customer.

"Mail" means all Customer mail from the Service Provider(s).

"Pre-Approved Recipient(s)" means the pre-approved recipient(s) appointed by the HMS Customer in the HMS Registration Form to receive their Mail at a mail delivery appointment.

"Hold Mail Service" or "HMS" means the service offered by SingPost to the HMS Customer comprising the following:

- collection of HMS Customer Mail from the Service Provider(s) or the Service Provider's appointed printing company;
- storage of HMS Customer Mail at the Secured Storage Location designated by SingPost; and
- delivery of HMS Customer Mail either to the Customer or the Pre-Approved Recipient(s) upon request.

"HMS Registration Form" means the registration form to subscribe for the HMS.

"HMS Courier" means the SingPost courier who delivers your Mail to you or to your pre-approved recipient at a mail delivery appointment. "HMS Suite" means the specific pigeonhole at the Secured Storage Location where your Mail is securely stored.

"Secured Storage Location" means the secured location designated by SingPost for HMS where the Mail is stored.

"SingPost" means Singapore Post Limited (Company Registration No. 199201623M).

3) The HMS is made available to you in accordance with the terms and conditions stated herein and in the HMS Registration Form.

4) You hereby instruct and appoint SingPost to receive on your behalf and keep in SingPost's custody all Mail from the Service Provider(s) relating to your relevant account(s) with the Service Provider (s) upon generation of the Mail without further reference to or authority from you until collected by you or your Pre-Approved Recipient.

5) SingPost will commence provision of the HMS to you 5 working days upon receipt of your signed and properly completed HMS Registration Form (with all relevant enclosures included). In consideration of SingPost providing the HMS to you, you agree that this agreement will be automatically renewed annually and remain in force until terminated by either party in writing with at least thirty (30) days notice.

6) You agree that such termination notice by SingPost will be sent to your Release Address and/or your email as specified in the Registration Form. SingPost will refund the pro-rated amount of your annual Standard HMS Package subscription fees for the relevant year in this case.

7) You can terminate your HMS subscription with the requisite notice by completing and returning to SingPost a HMS Cancellation Form which you can download from the HMS website at URL: <http://www.holdmail.com.sg> SingPost will not refund the pro-rated amount of your annual Standard HMS Package subscription fees for the relevant year in this case.

8) In using the HMS, you acknowledge and agree to the following:-

a) you will provide SingPost with at least 1 working day's notice of any cancellation or changes in your scheduled mail delivery appointment, otherwise the Mail will be treated as "undelivered" and handled in accordance with Clause 5(f)(ii) below.

b) you will promptly notify SingPost of any changes in the information set out in your HMS Registration Form (including but not limited to any changes in passport details of you or your pre-approved recipients, your list of pre-approved recipients, your Release Address) by completing and returning to SingPost an HMS Update Form which you can download from the HMS website at URL <http://www.holdmail.com.sg>. You agree that SingPost shall have no liability for your Mail if you fail to update your information. The changes set out in the HMS Update Form will only be effective in 5 working days after SingPost's receipt of your properly completed HMS Update Form.

c) you will book a delivery appointment for the collection of all your Mail at least once every calendar year if possible;

d) you will promptly pay all amounts due to SingPost on demand for all additional services in relation to the HMS (that are not part of the annual Standard HMS Package subscription fee) including but not limited to the fees applicable for shredding of your Mail and the HMS mail delivery services. For more information on the applicable fees for the additional services, please visit the HMS website at URL: <http://www.holdmail.com.sg> to download the relevant HMS brochure or call the SingPost HMS Hotline at Tel: +65 68456901;

e) since the HMS relates only to your Mail from the Service Provider(s), SingPost shall be entitled at its absolute discretion to shred or destroy any other mail, documents, packages or items which are not from the Service Provider(s) but which are directed to your HMS Suite address(es) without any liability or further reference to you.

f) you will provide SingPost with at least 1 working day advanced notice for booking a delivery appointment.

g) at Mail delivery appointments:

i. the SingPost HMS Courier will only be able to release the Mail to you or your Pre-Approved Recipient after the HMS Courier has verified the recipient's identification against SingPost's records of such recipient; and

ii. if the recipient refuses delivery of the Mail, or the Mail is deemed to be unacceptable to the recipient, or the recipient cannot be verified or identified or located, SingPost shall use reasonable efforts to contact you and agree on the appropriate action to take, failing

which the Mail will be specified as "undelivered" and returned to the Secured Storage Location without SingPost incurring any liability to you. SingPost shall be entitled to impose service charges and administrative costs for such unsuccessful Mail deliveries, and you will also be liable for all costs and charges incurred by SingPost in forwarding, disposing of or returning the Mail, including but not limited to storage charges, duties and taxes (if any) for making additional Mail delivery attempts and/or for performing the agreed action to be taken.

h) You agree to unconditionally and irrevocably indemnify the SingPost against all losses, claims, damages, demands, actions, proceedings, expenses, costs and all other liabilities of whatsoever nature and howsoever incurred or suffered by the SingPost as a result of the SingPost acting on these authorizations. The SingPost shall, under no circumstances, be liable to you for any claims, demands, actions, losses, or expenses of any nature whatsoever which you may sustain or incur as a result of the SingPost acting on these authorizations.

9) You agree that all Mail received during a particular calendar date of that year will be stored by SingPost in your HMS Suite(s) until the very next calendar date of the year. Any Mail not collected by you by such date shall be shredded by default. You may choose to receive your Mail by ordinary local or international mail to your Release Address, provided that you instruct SingPost at least one (1) month in advance. You agree to pay all additional charges associated with the dispatch of your Mail to the Release Address as requested by you.

10) You authorize SingPost to debit all fees and charges, as applicable, relating to HMS from your credit/debit card. The annual Standard HMS Package subscription fee shall be payable in advance and you authorize SingPost to deduct the annual Standard HMS Package subscription fee from your credit/debit card upon your acceptance of this agreement and for subsequent renewals of this agreement. You will ensure that payment by your credit card will be successful, failing which SingPost may in its absolute discretion cancel your HMS subscription immediately, forfeit any unused portion of your annual Standard HMS Package subscription fees which you have prepaid, and shred or destroy all your Mail. You agree that SingPost shall have no liability to you in such circumstances.

11) You contract with SingPost on the basis that SingPost's liability is strictly limited to direct loss and damage only and to the limitations of liability set out in this Section 8. All other types of loss or damage are excluded (including but not limited to lost profits, income, interest, future business, third party claims), whether such loss or damage is special, consequential, or indirect, and even if the risk of such loss or damage was brought to SingPost's attention. SingPost's liability for the HMS shall not exceed SGD80 per occurrence or delivery for all Mail (regardless of the number of individual Mail items involved for each occurrence or delivery). Payment of compensation by SingPost to you in accordance with this Section 8 shall constitute full and final settlement for all loss, damage or liability in connection therewith. In addition, SingPost will make every reasonable effort to deliver the Mail in accordance with the delivery schedules as set out in the HMS Registration Form, but these are not guaranteed and do not form part of this agreement. SingPost is not liable to you for any damages, loss or liabilities caused by delays.

12) You acknowledge and agree that SingPost shall not under any circumstances be obliged to inform you of the arrival of any new Mail, to open any of the Mail and/or to peruse the contents thereof (or any part thereof) and SingPost shall not be obliged to notify you of such contents (or any part thereof).

13) You are aware of and understand the nature and extent of the possible risks associated with you utilizing HMS, in particular, but not limited to your lack of knowledge of the contents of any of the Mail so held and your consequent inability to respond and/or object to the contents thereof within a specified timeframe. You acknowledge that unauthorized transactions on your Service Provider(s) account(s) are best prevented by your timely receipt of all Mail issued by your Service Provider(s). By choosing the HMS, you agree that SingPost shall under no circumstances be liable to you for any unauthorized transactions on your Service Provider(s) account(s), any other discrepancies or shortcomings in relation to your Service Provider(s) account(s), or any failure by you to receive any statements, notices, confirmations, advices, correspondence, mail or other information which could have been detected or prevented by your receipt and review of such statements, notices, confirmations, advices, correspondence and mail.

14) You shall indemnify and hold SingPost, its employees, sub-contractors, nominees and agents harmless from and against all acts, omissions, negligence, claims, proceedings, demands, losses (direct, indirect or consequential), liabilities, damages, charges, costs and expenses (including all duties, taxes or other levies and legal fees on a full indemnity basis) which SingPost, its employees, sub-contractors, nominees and agents may incur or sustain by reason of SingPost having acted in accordance with your HMS application.

15) SingPost is not liable for any loss, damage or delay arising out of any circumstances beyond SingPost's control. These include but are not limited to acts of God, compliance with any law, order, rule or regulation of any governmental or other authority, acts of any governmental or super-national authority, war or national emergency, riots, civil commotion, robbery, hijack, flood, fire, severe weather conditions, epidemic or pandemic, lock-outs, strikes and other industrial disputes, delays attributable to customs authorities and accidents.

16) You agree to the disclosure by SingPost of the contents of the HMS Registration Form to any of its subsidiaries, associates, affiliates, agents, contractors or service providers for the purposes of providing the HMS.

17) This agreement and the HMS shall in all respects be governed by and construed in accordance with the laws of Singapore. The parties hereby submit to the exclusive jurisdiction of the courts of Singapore.

18) The invalidity or unenforceability of any provision of this agreement shall not affect any other part of this agreement.

19) SingPost reserves the right to vary the pricing and charges of the HMS, and HMS Terms and Conditions at any time without any notice or liability to any party. Any changes to the HMS pricing and charges, and Terms and Conditions will take effect immediately, unless stated otherwise. Notice of any changes to the HMS pricing and charges, and Terms and Conditions is deemed to be given when published on the HMS website at URL: <http://www.holdmail.com.sg> and SingPost assumes no obligation to provide notice in any other manner.

If you have further questions, you may refer to SingPost Group Privacy Policy at www.singpost.com/privacy-policy.