

Retain post

Treat your letterbox to a holiday once in a while!



If you are unable to empty your letter box or P.O. box because you are away, "Retain post" is the inexpensive and secure solution. You don't have to worry about returning home to a letterbox crammed with post.

How does "Retain post" work?

- Your chosen post office keeps your postal items until you return, so you can rest assured that your post is in safe hands and its confidentiality is guaranteed
- The order applies for a maximum of two months. Place your order with us at least three working days before you require the service to start
- However, subject to an urgency surcharge, we will also execute your order to start on the next working day

There are several ways to let Swiss Post know that you are going away on holiday

Online	By phone	By post	At the post office counter
Go to www.swisspost.ch/holidayservice and click on "Retain post"	Dial 0848 33 22 11 (Mon–Fri, 8 a.m.–6 p.m.; Sat, 8 a.m.–1 p.m.)	Detach the form from the information leaflet	Detach the form from the information leaflet
You can then place your order online, as either a registered or a non-registered customer	Give the agent the details about your holiday order	Complete the form by hand	Complete the form by hand
As a non-registered customer (express access) you will pay a surcharge	The agent will register the order immediately	Send the form to us in the envelope provided	Hand in the form at the post office
There are a number of payment options	Pay direct using your PostFinance Card or credit card	Pay by invoice	Pay the amount due at the post office
The order will be carried out for you	The order will be carried out for you	The order will be carried out for you	The order will be carried out for you

Prices for retaining post

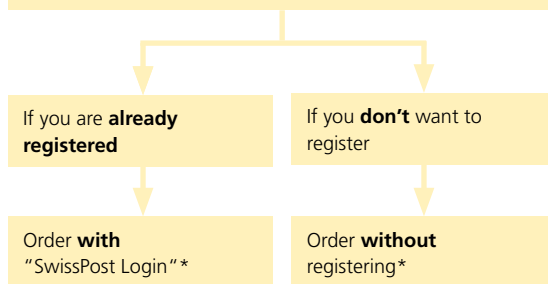
Available services	Prices
"Retain post" order	CHF 10.00
Optional delivery on your return	free
Surcharge for placing an urgent order online	CHF 5.00
Surcharge for placing an urgent order at the post office counter or by phone	CHF 10.00
Surcharge for online order without registering	CHF 5.00

Swiss Post's online service

Save yourself a trip to the post office counter and let us know about your forthcoming holiday online, anytime, from home. We can then set up your order instantly.

Placing a forwarding order online: www.swisspost.ch

1. Click on **Private customers**
2. Click on **Receive**
3. Select from:
 - Change of address
 - Temporary forwarding order
 - **Retain post**



* see right side of screen ("Other links")

Alternative order placement

Private customers can also contact us **by phone** and place the order with us on service number 0848 33 22 11. You must have a credit card or PostFinance Card to hand to place an order this way. Our **post offices** will also accept "Retain post" orders. Please bring a valid form of identification with you.

Tips and checklists

We have compiled a list of essential tips and checklists for you at www.swisspost.ch/holidayservice.