

## Further changes to our delivery and collection process due to the increasing impact of coronavirus

Dear Customer,

The health and safety of our people and customers in the communities in which we operate is our priority.

Following our email on Friday 13 March 2020, we have implemented additional measures with our delivery drivers, posties and Post Office staff for delivery or collection of parcels.

To minimise the risk of contracting or spreading coronavirus, all parcels will no longer require a signature for delivery and/or collection.

In all cases, whether a driver or postie delivers to the door or a customer goes in to their local Post Office to collect a parcel, our staff member will ask and record the customer's name and sign on their behalf.

The customer will still need to be present for this to occur, but contact will be minimised by either leaving the parcel at the door until the driver or postie has left the premises or left for the customer to pick up on the counter.

For deliveries with specific signature requirements, we will be working with our customers directly to ensure these continue to be met.

We thank you for your support while we implement these new measures to ensure our people and customers continue to stay safe and healthy.

Kind regards,

Australia Post



**Australia Post will never send you an email asking for your password, credit card details or account information.**

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