



HMS Suite no.:	
Commencement:	Expiry:
Mode:	

## HOLD MAIL SERVICE (HMS) REGISTRATION FORM (COMPANY)

Dear Valuable Client,

Singapore Post Limited (“SingPost”) is committed to provide you with its Hold Mail Service (“HMS”). The HMS is a professional service that provides safe, reliable and discreet handling, storage and delivery of your mail from the Service Provider(s) (including but not limited to monthly account statements, advises, trading summaries, etc.). The HMS is designed with enhanced features to better protect the security and confidentiality of your personal mail.

If you wish to subscribe to the HMS service, we kindly request that you complete and sign this HMS Registration Form. Please send us the completed HMS Registration Form, copy of your company’s Certificate of Incorporation, and scanned copies of the passport(s) of your pre-approved recipients either by:

- a) **Mail**, to the following address: Or by b) **Email**: sending the scanned documents to [holdmail@singpost.com](mailto:holdmail@singpost.com)  
Hold Mail Service (HMS) Office - Registration  
Singapore Post Limited  
10 Eunos Road 8, #01-30  
Singapore Post Centre  
Singapore 408600

For the entire duration of SingPost’s provision of the HMS service, kindly keep SingPost informed of any changes in the your company’s name by submitting a copy of the amended Certificate of Incorporation to SingPost within seven (7) working days of the said change.

**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 requested 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](http://www.holdmail.com.sg), or call the HMS Hotline at +65 6845 6901 or email us: [holdmail@singpost.com](mailto:holdmail@singpost.com)

We, the undersigned (*company’s official name*) \_\_\_\_\_ client of \_\_\_\_\_ (*company’s registration number*) \_\_\_\_\_ (“Service Provider(s)”), would like to subscribe for the Hold Mail Service (HMS) on the Terms and Conditions set out in this HMS Registration Form. We understand that all our mail (including monthly account statements, advises, trading summaries, etc.) in relation to our Service Provider(s) account(s) with the Service Provider(s) will be stored by SingPost and delivered to us or to one of our pre-approved recipients from our pre-approved list of appointed recipients at a mail delivery appointment. We represent and warrant that we are the primary account holder of (or person authorized to deal with) the Service Provider(s) account(s) and that we 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).

### 1. CLIENT DETAILS (WRITE IN CAPITAL LETTERS)

Company’s name			
Registration no.	Date of incorporation	<i>(DD/MM/YYYY)</i>	

Country of incorporation		Primary contact no.	(code)	(number)
Email				
Release Address	City		Province	
	Street			
	Apartment/unit no.		Postal code	
	Country			

**2. SUBSCRIPTION - HMS SUITE DETAILS**

<b>We would like to purchase:</b>	<input type="checkbox"/> 1 HMS suite	For our Service Provider(s) account(s)
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**3. HMS RATES AND SERVICE DESCRIPTION**

**Rates:**  Standard HMS Package SGD 1284 per year for each HMS suite (*inclusive of GST*)  
 Standard HMS Package SGD 3466 for 3 years subscription for each HMS suite (*inclusive of GST and with 10% discount applied*)

**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 company. 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 mail delivery appointment by sending an email one (1) working day in advance 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 6.00pm

**4. 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 attach scanned copies of your passport and the passport(s) of your pre-approved recipients with this HMS Registration Form and send the documents to SingPost as specified on page 1 of this Registration Form. The scanned copies must be in colour.**

For my HMS suite	Full name (as per passport)	Primary phone number
Pre-approved recipients	1	Tel:
	2	Tel:
	3	Tel:

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

**5. HMS ADDRESS(ES)**

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

Email:

**6. PAYMENT OPTIONS**

Cash     
  Cheque     
  Credit Card     
  PayPal     
  TT

We authorize SingPost to charge SGD 1284 per HMS suite to our credit/debit card each year being the fee for the Standard 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 Number	Type <i>(visa/ MasterCard only)</i>	Expiry date <i>(MM/YY)</i>

**7. INSTRUCTIONS FOR UNCOLLECTED MAIL**

In the event we do not collect our mail (from the preceding year e.g. 2013) by 30<sup>th</sup> June of the following year (e.g. 30 June 2014), we hereby authorize SingPost to shred our mail without liability from all our HMS suites.

*Note: If you prefer not to have your uncollected mail shredded after 30<sup>th</sup> 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](mailto:holdmail@singpost.com) in advance no later than 1<sup>st</sup> June of the relevant period. Additional surcharges will apply.*

**8. REFERENCE**

How did you hear about HMS? *(name of a service provider if applicable)*

**9. ACKNOWLEDGEMENT AND AUTHORISATION**

We the undersigned confirm (a) our 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.

COMPANY NAME:

SIGNATORY NAME:

DATE:

DESIGNATION:

(STAMP)

SIGNATURE:

**HOLD MAIL SERVICE (HMS) REGISTRATION FORM (COMPANY)**

10. FOR SINGPOST OFFICIAL USE ONLY			
HMS Registration Form received by		HMS Registration Form verified by	
SIGNATURE:		SIGNATURE:	
PRINTED NAME:		PRINTED NAME:	
DATE:		DATE:	
HMS Suite Number		Approval Stamp:	Payment Stamp:
From:	To:		
Discount applies:		Authorized person's name:	

## HMS Terms & Conditions

1. Definitions:

“Service Provider(s)” means service provider(s) specified by you in the Registration Form, and with which you maintain your relevant service provider(s) account(s). “Mail” means all your mail from the Service Provider(s).

“Pre-Approved Recipient” means the pre-approved recipient(s) appointed by you in the HMS Registration Form to receive your Mail at a mail delivery appointment.

“Hold Mail Service” or “HMS” means the service offered by SingPost to you comprising the following:

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

“Release Address” means the release address specified by you in the HMS Registration Form (or as updated from time to time).

“HMS Registration Form” means your 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 the HMS where the Mail is stored.

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

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

3. 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.

4. 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.

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

5. 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 original passport with SingPost’s records of such recipient’s passport; 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.
6. You agree that all Mail received during a particular calendar year will be stored by SingPost in your HMS Suite(s) until 30<sup>th</sup> of June of the very next calendar 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 in advance no later than 1<sup>st</sup> June of the relevant period. You agree to pay all additional charges associated with the dispatch of your Mail to the Release Address as requested by you.
7. 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.
8. 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.

9. 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).
10. 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.
11. 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.
12. 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.
13. 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.
14. 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.
15. The invalidity or unenforceability of any provision of this agreement shall not affect any other part of this agreement.
16. 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.