



POSTAL NEWS

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CONSUMERS HAVE ONE MORE EASY AND CONVENIENT WAY TO CHANGE THEIR ADDRESS THIS MOVING SEASON

WASHINGTON, D.C. – Moving will never be easy but the Postal Service has now made it more convenient by offering the 45 million Americans who move annually three methods of forwarding their mail. In addition to submitting a hardcopy form at the Post Office, or submitting a change through our website, usps.com, consumers now have the added convenience of changing their address by telephone at 1-800-ASK-USPS (1-800-275-8777).

To file a change of address by telephone, consumers can simply dial 1-800-ASK-USPS (1-800-275-8777) and select the change-of-address option. Part of the process uses interactive voice response (IVR) and only takes minutes. There is always the option to speak with a customer service agent regarding questions or concerns. Like internet change of address, customers will need to have a valid credit card for identity verification and security. A nominal fee is charged.

The Postal Service is careful to take steps to ensure the change of address is authorized, and to protect individuals' privacy and security. Once the application is received by the Postal Service, the customer will be notified through the standard change-of-address confirmation process. First, a move validation letter will be sent to the old address indicating the request to forward mail. Then, a confirmation notification letter will be sent to the new address. In both cases, if the address change is unauthorized or incorrect, the consumer is advised to call 1-800-ASK-USPS immediately.

The main benefit for consumers is consistent, more efficient and speedier delivery. Like usps.com, Telephone Change of Address helps reduce the number of illegible and incomplete change of address forms that are submitted through the hard copy option.

More than six million Americans have changed their address online at www.usps.com . In a recent survey, over 80 percent of respondents said they would definitely use the online change of address service for their next move.

This is another example of how the Postal Service is making it quicker, easier and more convenient than ever to use postal products and services.

Since 1775, the Postal Service has connected friends, families, neighbors and businesses by mail. It is an independent federal agency that visits more than 142 million homes and businesses every day and is the only service provider delivering to every address in the nation. The Postal Service receives no taxpayer dollars for routine operations, but derives its operating revenues solely from the sale of postage, products and services. With annual revenues of more than \$69 billion, it is the world's leading provider of mailing and delivery services, offering some of the most affordable postage rates in the world. The Postal Service delivers more than 46 percent of the world's mail volume—some 206 billion letters, advertisements, periodicals and packages a year—and serves seven million customers each day at its 37,000 retail locations nationwide.