



Personal Mail International, Inc.

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Summer Mailing Addresses Needed

Be sure to let PMI know of your travel/home leave plans and tell us where you want your mail delivered. As always, we can arrange for your mail to follow you. Contact your service representative or email ste28@pmipmi.com. If you are returning to your home address and your mail is still being forwarded please remember that PMI will have to send your mail via FedEx since mail sent through the postal system will automatically be forwarded back to PMI. You will need to check with your local post office regarding certain restrictions that may affect any changes to your current forward.

When you Repatriate or End Service

There is a three month/90 day repatriation period to end service that begins with your e-mailed or faxed notification containing a USA address to which mail for you can be directed away from PMI. We recommend that you elect to extend service, though, until you are sure that all senders have correctly processed your change of address.

Because some senders take weeks to activate your new address after you or PMI notifies them of the change, it is critical that PMI receives your new address as soon as possible. If you cannot provide a permanent address, there are two alternatives:

- 1) We will extend your usual service for as long as necessary.** For details, contact Kathy Marchut KathleenMarchut@pmipmi.com . . . or,
- 2) PMI will make change of address notifications to a temporary USA address.** Once you have a permanent address, you can use Postmaster Change of Address Card No. 3546 or www.usps.gov to have mail forwarded to you, away from that temporary address. Note that as the mail arrives at your permanent address from the temporary address, you will need to notify senders of the change.

PMI's Repatriation service is divided into two phases. Phase One includes standard service for the first 60 days/two months after notification. Standard service continues with dedicated customer service and is coordinated with a repatriation representative. All change of addresses are processed by you or PMI. Phase Two includes the final 30 days/one month of "modified service" and consists of two mailings shipped via USPS. There is a \$25 charge (billed at notification of ending service) for shipping and handling to a USA address for any mail (straggle mail) in this last month still arriving at PMI. The final phase allows you easy identification of mail still arriving at PMI that needs your attention. You will need to personally contact these senders to make sure change of addresses have been processed correctly. If necessary, you can continue with modified service until senders correctly process your change of address. After 90 days/three months, if you do not extend service, first class mail is returned to sender.

Change of Address (COA) Notification Procedures:

- **If you know your new permanent address but moving in is delayed**, at your direction, PMI will post-date the effective date on change of address notifications to coincide with your move-in.
 - **If you have been away less than a year and mail was temporarily being forwarded to PMI from your USA home Post Office**, contact PMI.
 - **If you have been away more than one year from your USA address, senders must be notified individually of your new address. This cannot be done online.** Since we are a Commercial Receiving Agency and all PMI clients use the P.O. Box 311 address, the post office will not reverse your original forward order and redirect your mail for you. Senders must be notified one at a time.
 - **PMI makes change of address notifications** for first-class mail, travel awards, financial reports and subscriptions during the first 60 days of your end service period. Please contact overseas senders on your own. One dollar plus postage is charged per notification to your credit card if you have no corporate mail benefit.
 - Note that while PMI will make change of address notifications to financial institutions and government agencies, often additional information is required from you. **We strongly recommend that you also contact these institutions to be sure your new address is activated.**
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