

# CONTROL POSTAL LOSSES!

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Escalating losses via the postal services are causing considerable problems to insurers and the jewellery trade

The following procedures and guidelines can reduce losses and help us to achieve our goals to minimise claims and frustrating disputes with your business partners and customers

- There has been an increase in “pilferage” type of losses. Tracking cannot overcome the possibility of a parcel being slit open and being re-sealed after removal of its contents. Check all parcels carefully immediately upon delivery. If possible open the parcel in front of the postman and copy the bar code which the postman may detach and affix to a piece of paper for signature purposes.

A “clean” receipt is considered to be acceptable grounds to Royal Mail and the Irish equivalent An Post for non payment of “registered post” compensation. This can mean inflating your insurer’s Contribution to the loss by as much as £2,500.

- When you are the sending seal the packets carefully and securely. Use strong adhesive tape to make it difficult for anyone to tamper with the packaging.
- Whenever possible keep values in a parcel to the minimum. Split parcels to avoid unnecessary accumulation....even if you are insured for higher amounts.
- Ensure that you and your employees are up to date with current practices, documents and labels used by the Post Offices. Their services are undergoing continual change and there are numerous examples of their staff giving out misleading statements and incorrect advice. You can make regular checks at their website [www.royalmail.com](http://www.royalmail.com) or in the case of the Irish Postal Services [www.anpost.ie](http://www.anpost.ie)
- Do all things possible to avoid giving the game away e., do not use the word jewellery in the address label. If you have suffered losses try using a different post office or affect a PO Box address for your incoming post.
- Use the largest envelope or package permitted irrespective of the smallness of its content as it makes it more difficult for thieves to pilfer and conceal.

***Remember do not be embarrassed to be cautious !***