

CONTROL POSTAL LOSSES!

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

- Until further notice avoid using Registered Post on the following routes:

From the provinces or Ireland to Hatton Garden, London, (e.g., returns to dealers)
From Hatton Garden to Ireland

Working within the new provisions now permitted by your Insurers, source an alternative carrier that incorporates a scanning and tracking door to door service.

Do not exceed €7,500 in one parcel or €22,500 in any one collection or your Outside Limit (D) if lower.

- Do all things possible to avoid giving the game away. e.g., 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.

“Pilferage” type losses have increased. 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 all documents and including bar codes for precise identification which may be required at a later date..

If a “clean” receipt is given and subsequently you discover the parcel has been pilfered the carrier will not consider a claim for compensation. This can mean a further loss to your insurers.

- When you are the sender 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.anpost.ie
- 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!