



**HEADQUARTERS
POST AND TELECOMMUNICATIONS DEPARTMENT
6 – 10 SOUTH CAMP ROAD, C.S.O. JAMAICA W. I.**

Telephone No. (876) 922-1888 or (876)-404-0584
Email: publicrelations@jamaicapost.gov.jm
Website: www.jamaicapost.gov.jm

March 19, 2020

FOR IMMEDIATE RELEASE

PRESS RELEASE

Outbound Mail Items to 17 Countries Suspended

The Post and Telecommunications Department (PTD), 6-10 South Camp Road, Central Sorting Office (CSO), Kingston, regrets to advise our valued customers that effective Friday, March 20, 2020, all outbound mail items destined to seventeen (17) territories, *with the exception of Fast Track shipments*, will be suspended until further notice as a result of the effects of the Novel Coronavirus (COVID-19). This now brings the total to eighteen (18) countries to experience a disruption with outbound mail items from Jamaica Post, stemming from the global pandemic.

In observance of the recommendations from the Ministry of Health and Wellness, the Department is actively doing its part to contain the spread of COVID-19, while keeping our doors open to the public. However, in spite of our best efforts, we are unable to dispatch mail items to the following territories due to flight and or Government restrictions imposed in relation to this virus.

The affected countries include:

Caribbean Region

1. Cayman Islands

Central America

1. Honduras

African Continent

1. Djibouti
2. Libya
3. Tunisia

Asia and Oceania Continents

1. French Polynesia
2. Kuwait
3. Sri Lanka

European Continent

1. Latvia
2. Moldova



**HEADQUARTERS
POST AND TELECOMMUNICATIONS DEPARTMENT
6 – 10 SOUTH CAMP ROAD, C.S.O. JAMAICA W. I**

Telephone No. (876) 922-1888 or (876)-404-0584

Email: publicrelations@jamaicapost.gov.jm

Website: www.jamaicapost.gov.jm

March 19, 2020

South American Continent

1. Argentina
2. Brazil
3. Chile
4. Colombia
5. Ecuador
6. Guyana
7. Peru

Previously Suspended locations include Hong Kong and China, however, **we are now able to send mail items to Hong Kong (effective Thursday March 19, 2020).**

Customers may opt to utilize Fast Track, an expedited premium service, to ship packages to these and other countries worldwide (excepting to Wuhan, China). We will continue to monitor the situation closely and as soon as things return to normal we will resume operations in the affected areas.

Be advised that all mail items posted as of Monday, March 16, 2020 – Thursday March 19, 2020 destined for the noted countries, with the exception of Fast Track packages, are to be collected by the respective senders via the originating Post Office.

Customers may claim a refund for postage paid for the noted mail items by doing the following:

1. Complete and submit Inquiry Form (available at the Post Office and at jamaicapost.gov.jm)
2. Provide a valid copy of a Government issued ID
3. Provide proof of purchase (receipt)

Once submitted to the Post and Telecommunications Department via the originating Post Office, claims will be processed by the Compensation Unit and the customer will be updated.

For additional information about our products and services and the latest updates, you may visit our website at jamaicapost.gov.jm, connect with us on our social pages - Facebook/ Twitter: JamaicaPost, Instagram: Jamaica.Post or email info@jamaicapost.gov.jm. The Post and Telecommunications Department sincerely apologizes for any inconvenience caused as we remain committed to delivering uncompromised logistics solutions to all our customers.

-30-

Contact:
876-922-1888
publicrelations@jamaicapost.gov.jm