



# Press Release

June 3, 2022

## JAMAICA POST DOES NOT SEND LIFE CERTIFICATES TO INTERNATIONAL PENSIONERS

Further to the article "Pension Pain" published in the Jamaica Observer on May 24, 2022, claiming that the AGD has blamed the postal service for delays impacting former public servants who are US-based Jamaican pensioners, Jamaica Post empathizes with the affected pensioners. However, Jamaica Post advises that the postal service is NOT contracted by the Accountant General Department (AGD) to send outbound international mail items containing life certificates to pensioners. Effective October 1, 2021, Jamaica Post discontinued dispatching the referenced mail items on the instructions of the AGD.

The postal service, however, continues to:

- Deliver inbound mail items once received, including life certificates, that pensioners abroad send to the AGD through the post office.
- Deliver mail items containing life certificates to pensioners locally.

As the Jamaica Post continues its efforts to modernize, it remains committed to providing superior service to all stakeholders, despite the many challenges and constraints that may arise.

- End -

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