International Post Corporation

Royal Mail wins HM Passport Office contract

17-07-2023

Royal Mail has won a five year contract for the collection and delivery of passports and supporting documents for HM Passport Office and a range of other important documents including UK Visas and Immigration (UKVI) travel documents.

The contract also includes the delivery of internal mail between HM Passport Office offices and other Government offices. Royal Mail will also be working with the General Register Office on the collection and delivery of birth, marriage and death certificates to and from local government registration services.

As part of the contract, Royal Mail is developing a dedicated customer experience team to manage any delivery queries from customers of HM Passport Office and UKVI.

Royal Mail has already begun delivering some documents on behalf of HM Passport Office and will become the primary supplier for passport delivery by October 2023.

Nick Landon, Chief Commercial Officer at Royal Mail, said: "We are immensely proud to have been awarded the contract for delivering the UK's Passports. Everyone knows and trusts their postie and trust is so important for critical items like this. We are already working with HM Passport Office on further enhancements to the service that will roll out later this year."

Lord Murray, Minister with responsibility for HM Passport Office, says: "The safe delivery of passports and supporting documents is a key element of our service, and we look forward to working alongside Royal Mail to meet the needs of British passport customers."

Source: Royal Mail