

## Frequently Asked Questions Postal Boxes

Frequently Asked Questions	Answers
1. What are the requirements to rent a mailbox?	<b>Individual Boxes-</b> Customer should have a national identity card/passport and the annual rental fee. <b>Business Boxes-</b> Customers should have a national identity card/passport, certificate of incorporation as well as the annual rental fee. The Customer is expected to sign a lease agreement form.
2. How much are the rental fees of mailboxes?	The annual rental fees are dependent on the tariff guide. As at September 2019, the rental fee is P220.00 for an individual box and P600 for a business box.
3. Is there any waiting list for customers who want to rent Postal Boxes?	There is no waiting list, you can rent a postal box as and when is available at any branch.
4. How does a mailbox work?	<b>It is used for delivery of mail</b>
5. What payment processes are available to pay rental fees?	<ul style="list-style-type: none"> <li>• Over the counter at the Postal offices, (You can pay at any post office).</li> <li>• Mobile App</li> <li>• e-Services (<a href="http://www.botspost.co.bw">www.botspost.co.bw</a>)</li> <li>• Tele-Services</li> <li>• Poso Money</li> </ul>
6. Will there be any reminders if my postal box is due for renewal?	Customers are notified/reminded to pay rental fees through letters in their postal boxes SMS and email notifications.
7. What happens when I no longer want to continue renting the Postal Box?	You surrender the Postal Box at the branch that which you are renting from as well the two keys.
8. Whom do I contact when I have questions pertaining my Postal Box?	<b>Kindly contact your nearest post office or call the BotswanaPost Customer Service Team at 3911473</b>