

包裹、掛號郵件或其他郵件查詢表格
ENQUIRY ABOUT A PARCEL, REGISTERED LETTER/PACKET,
OR OTHER POSTAL ARTICLE

請用正楷填寫本表格並以以下列任何一種方法交還本署：—
(一) 交回任何一間郵政局；
(二) 寄交香港郵政郵件查詢組；
(三) 用圖文傳真發回本署（傳真號碼：2543 0469）；
(四) 查詢郵件，你可致電郵件追查系統查詢熱線 2921 2560 或透過網頁 www.hongkongpost.com。

Please complete this form in **BLOCK LETTERS** and return it to us by any of the following ways:—
(i) Hand in at any Post Office;
(ii) Send by post to the Mail Tracing Office, Hongkong Post;
(iii) Send by fax (fax no.: 2543 0469);
(iv) To make enquiry, you may call Track and Trace System enquiry hotline 2921 2560 or access our website www.hongkongpost.com.

注意：(一) 特快專遞的查詢必須在郵件投寄日期起計三個月內提出，而其他郵件的查詢須在五個月內提出。
(二) 在提出查詢前，請先考慮你寄出的郵件已有足夠時間到達目的地。
(三) 為方便調查，本表格必須填寫清楚，準確並詳盡。如有投寄郵件證明書，請將該證明書（或其副本）連同本表格一併遞交。
(四) 詳細的賠償規例載於郵政指南內。
(五) 在某些情況下，海外郵政機關需要兩個月的時間去處理有關信函、郵包及郵政包裹的查詢，並需要四個月時間去落實賠償事宜（如適用的話）。香港郵政將努力跟進，務求令海外郵政機關盡早回覆。
(六) 如接獲異常大量的查詢或出現爭議的情況，香港郵政保留權利要求寄件人提供收件人未有收到郵件的書面證明。
(七) 普通信件查詢只限本地信件，投寄海外的普通信件或入口普通信件，恕未能提供查詢服務。

Notes: (1) Enquiries must be made **within 3 months** for Speedpost item and **5 months** for other postal items from the date of posting.
(2) Before you lodge this enquiry, please consider that sufficient time has been allowed for this item you sent to reach its destination.
(3) To facilitate enquiry this form should be completed fully, accurately and legibly. Please attach certificate of posting (or a photostat copy) if this is available.
(4) Full particulars of the regulations governing compensation are given in the Post Office Guide.
(5) On some occasions, overseas postal administrations may take two months to complete their tracing enquiries for letters, packets and parcels and four months to finalize the compensation, if any. HKP will endeavor to follow up with overseas postal administrations for an early reply.
(6) HKP reserves the right to ask the sender to provide a written declaration of non-receipt of mail item from the recipient in case of dispute or anomalous enquiries received.
(7) Enquiries of ordinary mail items are limited to local ordinary letter only. Enquiries of inward and outward ordinary mail items will not be accepted.

查詢理由 REASON FOR ENQUIRY
 仍未收到 NOT RECEIVED 所載物品遺失 LOSS OF CONTENTS 損壞 DAMAGE 其他 OTHER

郵件類別 CATEGORY OF ITEM
 掛號信件或郵包 REGISTERED LETTER OR PACKET 記錄派遞郵件 RECORDED DELIVERY ITEM 保險信件 INSURED LETTER 普通包裹 ORDINARY PARCEL 保險包裹 INSURED PARCEL 本地普通信件 LOCAL ORDINARY LETTER

空郵 AIR 快郵派遞 EXPRESS DELIVERY 平郵 SURFACE 派遞通知書 ADVICE OF DELIVERY

投寄資料 POSTING INFORMATION
 投寄日期 DATE OF POSTING: 原寄郵局名稱 OFFICE OF POSTING: 所繳付郵費 POSTAGE PAID:
 日 Day / 月 Month / 年 Year

** 郵件編號 ITEM NUMBER 該郵件/包裹在郵局所投購之保險額為 THE PACKET/PARCEL WAS INSURED WITH THE POST OFFICE FOR 重量 WEIGHT
 ** 請提供正確郵件編號，以便調查，否則會阻礙調查進度。 PLEASE PROVIDE THE ITEM NUMBER FOR OUR INVESTIGATION, OTHERWISE INVESTIGATION MAY SUBJECT TO DELAY OR FAILURE. HKS

查詢人的通訊地址及日間聯絡電話 CORRESPONDENCE ADDRESS AND DAYTIME CONTACT TEL. NO. OF ENQUIRER
 姓名 NAME 日間聯絡電話 DAYTIME CONTACT TEL
 地址 ADDRESS
 查詢人是 The enquirer is: 寄件人 SENDER 收件人 ADDRESSEE 獲授權人 AUTHORIZED AGENT

投寄郵件時的寄件人姓名及詳細地址 NAME AND FULL ADDRESS OF SENDER AT THE TIME OF POSTING
 姓名 NAME 國家 STATE
 地址 ADDRESS
 郵政編號 POSTAL CODE

郵件/包裹上所寫的收件人姓名及詳細地址 (請以正楷填寫) NAME AND FULL ADDRESS OF ADDRESSEE AS SHOWN ON THE PACKET/PARCEL (Please complete in block letters)
 姓名 NAME 國家 STATE
 地址 ADDRESS
 郵政編號 POSTAL CODE

請列明郵件所載物品價值及包裝詳情 DESCRIPTION AND VALUE OF CONTENTS AND PACKING ETC.

本人欲收到傳真回覆，傳真號碼為： I wish to receive reply by fax no.:
 查詢人檔案編號 (如有) Enquirer's Ref. (if any)

查詢人簽署 SIGNATURE OF ENQUIRER
 日間聯絡電話號碼 Daytime Contact Tel.
 * 刪去不適用者 *Delete as appropriate * 寄件人/收件人/獲授權人 *Sender/Addressee/Authorized Agent
 日期 Date

本表格所提供的個人資料，香港郵政將用作處理你的申請事宜。
 The personal data you provide by means of this form will be used by Hongkong Post for processing your application.
 你有權根據《個人資料(私隱)條例》第 18 及 22 條，以及附表 1 第六項原則的規定，要求查閱及更正你的個人資料，你查閱資料的權利包括取得表格所提供有關你的個人資料。
 You have a right of access and correction with respect of personal data as provided for in sections 18 and 22 and Principle 6 of Schedule 1 of the Personal Data (Privacy) Ordinance. Your right of access includes the right to obtain a copy of your personal data provided by this form.
 如欲查閱資料，請往郵政局索取查閱資料要求表格 (Pos 736)，填妥後交回辦理。
 If you wish to do so, please complete the Data Access Request Form (Pos 736) which is available at any post office.