



U.S. POSTAL INSPECTION SERVICE **CRIME ALERT**

Beware of Bogus Change-of-Address Websites

The Postal Service processed 38.8 million address changes in 2013. But Postal Inspectors are finding that some postal customers paid for a change of address on websites with domain names that appear to be associated with the Postal Service but are not.

These sites charge customers up to \$40 to change an address and, in some cases, the change never gets made. The Postal Service has no affiliation with the businesses that manage these sites. The official website of the Postal Service is www.usps.com.

The Postal Service charges \$1.05 for identify verification for customers who change an address online using its [Official Change of Address order](#) at www.usps.com.

Another option, which is free, allows customers to mail or submit in person a [Change of Address order](#) to any Post Office. The order can be printed after it is completed online or can be picked up at any Post Office. Again, it costs \$1.05 if you submit the order online.

Any customer who used a website other than www.usps.com to change an address and wants to request a refund should contact the business that operates that website.

If you have information on this or similar scams, report it online at the Postal Inspection Service's [File a Complaint](#) page or call 1-877-876-2455 and press 3. To learn more about the latest scams, visit the [Postal Inspection Service website](#).