

OFFICIAL



**Lieutenant Colonel P Vickerman**  
**RLC**  
Acting Head BFPO  
British Forces Post Office

**BRITISH FORCES POST OFFICE**

Paul.Vickerman473@mod.gov.uk 

Headquarters British Forces Post  
Office   
West End Road  
Ruislip  
HA4 6DQ

**Ref.: Brunei mail held at Bangkok**

10-Sep-18

Dear Customer,

I wanted to write to you to update you about the unfortunate and unprecedented issue of the 86 mailbags, destined for Brunei, currently being held by Thai authorities in Bangkok.

As you are likely aware, the despatch was originally seized in April due to liquid being identified inside a parcel, which resulted in Thai Customs withholding the entire shipment. There was no reason for BFPO to anticipate that this issue would occur and all items in these mailbags had been screened, to recognised international standards, for any prohibited or hazardous items. BFPO has previously despatched mail to other destinations via Bangkok without encountering any issues.

Since this time, BFPO has been involved in extensive communications - with DHL Bangkok, Royal Brunei Airlines (RBA), Thai Airways, the British Embassy Defence Section in Bangkok and Bangkok Customs - to negotiate the release of the mail. As this proved unsuccessful, BFPO requested the assistance of the Defence Attaché in Bangkok, who is currently in discussion with the Thai Authorities to attempt to get the mail released.

Unfortunately, we do not have a date by which this issue may be resolved. The matter is now outside of the influence of BFPO and a resolution is reliant on interaction between the British Embassy in Bangkok and the Thai authorities, which is currently ongoing.

BFPO understands the continued frustration and would like to reassure you that we have raised this issue at the highest levels within Thai Customs, and are still taking all possible action to secure the mail's release. Please also be assured that should the items still not be recovered, you will have six months to submit a claim for your items from the point that the matter is concluded. We would provide details on eligibility and the claims process to you at this point.

BFPO, and the MOD, takes the welfare of our Armed Forces extremely seriously. We remain committed to ensuring that personnel overseas can keep in touch with their families and friends.

We will, of course, pass on any updates as they become available.

Yours faithfully,

Paul Vickerman  
Lt Col. RLC  
Acting Head BFPO