



TIPS AGAINST MAIL THEFT

For residents, mail theft isn't just frustrating; it poses a risk to their credit and reputation. After taking a resident's mail, a thief may steal his or her identity, or credit card. Using stolen bankcards fraudulently has become easier with Paywave. There are a few ways you can discourage mail theft in your neighbourhood or residential community.

- **Choose High- Quality Mailboxes**

When thieves stumble upon cheap or degraded mailboxes, they'll assume the area isn't well monitored, in which case they'll feel more confident stealing mail. By investing in high-quality mailboxes, you'll create a safer neighbourhood or community while discouraging would-be thieves from lifting mail.

- **Illuminate With Outdoor Lighting**

You can further reduce the risk of mail theft in your new neighbourhood or residential community by illuminating them with outdoor lighting. Mail thieves often lurk in the dark where they are less likely to get caught. By installing outdoor lighting around your mailboxes, you'll create a brighter environment that naturally deters mail theft.

- **Collect mail regularly or ask a neighbour to do it if you are away**

Try not to leave letters and packages in your mailbox or at your door for any length of time. Redirect or put mail on hold if you're going away. You can give NZ Post permission to leave parcel "somewhere safe" when you're not at home, or redirect your parcels to a NZ Post parcel collection location near you.

- **Install locks on mailboxes**

Adding a lock also helps to reduce the likelihood of theft.

- **Collect bankcards in person from the bank.**

If possible try to rather collect your new or replacement bankcard directly from the bank.

- **Be aware of what to expect via mail**

Follow up with the Post Office if you stop receiving mail (it may possibly be redirected).

- **CCTV**

You can install a camera with a fixed position on your mailbox, but it's important that you have a clearly defined purpose for collecting this information. You can record anything on your private property, with some exceptions. If part of your CCTV footage captures a neighbour's property, ensure that it only includes areas that are publicly visible from the road. It is illegal to setup CCTV in public places such as footpaths. [You can view the CCTV Guidelines on the Privacy Commissioner website here.](#)