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| --- | --- |
| ARGENTINA(AR)  Correo Oficial de la República Argentina, Gerencia de Atención al Cliente, Call Center  Tel: (+54 11) 4891 9191  Fax:  E-mail: [atcliente@correoargentino.com.ar](mailto:atcliente@correoargentino.com.ar)  Web site: [www.correoargentino.com.ar](http://www.correoargentino.com.ar)  Hours of operation: (GMT -3)  Mon – Fri: 0900 – 1800  Closed: Saturday, Sunday  Languages: English, Spanish | ARMENIA (AM)  Haypost CJSC  Tel: (+374 10) 53 96 13  Fax: (+374 10) 57 42 32  E-mail: [hripsime.yazichyan@haypost.am](mailto:hripsime.yazichyan@haypost.am)  Web site: [www.haypost.am](http://www.haypost.am/)  Hours of operation: (GMT +4)  Mon – Fri: 1000 – 1800; Sat: 1000 – 1600  Closed: Sunday  Languages: English, French, Russian, Others : Armenian |
| AUSTRALIA(AU)  BRISBANE, QUEENSLAND – All EMS enquiries Tel: (+613) 8847 9980  Fax: (+613) 8847 9986  E-mail: [International@auspost.com.au](mailto:International@auspost.com.au)  Web site: [www.auspost.com.au](http://www.auspost.com.au)  Hours of operation: (GMT +11)  Mon – Fri: 0800 – 2000  Closed: Saturday, Sunday  Languages: English | AUSTRIA (AT)  Postkundenservice / Customer Service Tel: (+43) 810 01 01 00  Fax: (+43) 577 67 22071  E-mail:  Web site: [www.post.at](http://www.post.at/)  Hours of operation: (GMT +2)  Mon – Fri: 0800 – 1800  Closed: Saturday, Sunday  Languages: English, Others : German |
| AZERBAIJAN(AZ)  EMS "Azerexpresspost"  Tel: (+994 12) 598 43 98  Fax: (+994 12) 598 54 94  E-mail: [azems@azems.az](mailto:azems@azems.az)  Web site: [www.azems.az](http://www.azems.az)  Hours of operation: (GMT +4)  Mon – Fri: 0900 – 1800;  Sat: –  Closed: Sunday  Languages: English, Russian, Others : Azerbaijani | BAHRAIN (BH)  Bahrain  Tel: (+973) 1734 3344  Fax: (+973) 341 645  E-mail: [enquiry@mot.gov.bh](mailto:enquiry@mot.gov.bh)  Web site:  Hours of operation: (GMT +3)  Mon –Thu, Sat, Sun: 0700 – 2000  Closed: Friday  Languages: English, Others : Arabic |
| BELARUS (BY)  "EMS - Belpochta" Service Tel: (+375 17) 327 58 39  Fax: (+375 17) 220 22 06  E-mail: [brems@belpost.by](mailto:brems@belpost.by)  Web site: [www.belpost.by](http://www.belpost.by/)  Hours of operation: (GMT +3)  Mon – Thu: 0830 – 1715, Fri: 0830 – 1600  Closed: Saturday, Sunday  Languages: English, Russian | BELGIUM (BE)  Contact Center Mail & Parcels Tel: (+32) 2201 23 45  Fax:  E-mail: [klantendienst@bpost.be / serviceclients@bpost.be](mailto:klantendienst@bpost.be%20%20/%20%20serviceclients@bpost.be)  Web site: [www.bpost.be](http://www.bpost.be)  Hours of operation: (GMT +1)  Mon – Fri: 0800 – 1700  Closed: Saturday, Sunday  Languages: French, Others : Dutch |
| BHUTAN (BT)  Customer Care Unit, Thimphu GPO Tel: (+975) 77334444  Fax: (+975) 2 323108  E-mail: [customercare@bhutanpost.bt / customercarebhutanpost69@gmail.com](mailto:customercare@bhutanpost.bt%20/%20customercarebhutanpost69@gmail.com)  Web site: [www.bhutanpost.bt/](http://www.bhutanpost.bt/)  Hours of operation: (GMT +6)  Mon – Fri: 0900 – 1600  Sat: 0900 – 1230  Closed: Sunday  Languages: English | BOLIVIA (BO)  Magaly Imaña / Angelica Aliaga Tel: (+5912) 231 70 76 / 237 41 48  Fax: (+5912) 231 7076  E-mail: [ems\_cen@correosbolivia.com](mailto:ems_cen@correosbolivia.com)  Web site: [www.correosbolivia.com](http://www.correosbolivia.com)  Hours of operation: (GMT -4 )  Mon – Fri: 0800 – 2000  Sat: 0800 – 1800  Sun: 0900 – 1200  Languages: Others : Spanish |
| BRAZIL (BR)  CAC - Central de Atendimento ao Cliente Tel: +55 (11) 3003 0100 Fax:  E-mail:  Web site: [www.correios.com.br](http://www.correios.com.br/) Hours of operation: (GMT -3)  Mon – Fri: 0900 – 1700  Closed: Saturday, Sunday  Languages: English, Spanish, Portuguese | BRUNEI DARUSSALAM (BN)  Premium Service Centre Tel: (+673) 238 0481  Fax: (+673) 238 3823  E-mail: [cscpost@post.gov.bn](mailto:cscpost@post.gov.bn)  Web site: <http://www.post.gov.bn> Hours of operation: (GMT +8)  Mon – Thu & Sat : 0800 - 1630 Closed: Friday, Sunday  Languages: English, Others: Malay |
| BULGARIA(BG)  Sofia Tel: (+359) 2982 2700 Fax: (+359) 2986 2796/95  E-mail: [Bulpost@bgpost.bg](mailto:Bulpost@bgpost.bg)  Web site: [www.bgpost.bg](http://www.bgpost.bg/)  Hours of operation: (GMT +2)  Mon – Fri: 0700 – 1900,  Sat: 0700 - 1630  Closed: Sunday  Languages: English | CAMBODIA(KH)  EMS Center Tel: (+855) 88 3959 555 Fax: (+855) 23 725 900  E-mail: [inquirycp@cambodiapost.com.kh](mailto:inquirycp@cambodiapost.com.kh)  Web site: [www.cambodiapost.com.kh](http://www.cambodiapost.com.kh/)  Hours of operation: (GMT +7)  Mon – Fri: 0900 – 1700  Closed: Saturday, Sunday  Languages: English |
| CANADA (CA)  Manon Fortin Tel: (+1 416) 979 30 33  Fax: (+1 613) 734 99 60  E-mail: [canems9@canadapost.ca](mailto:canems9@canadapost.ca)  Web site: [www.canadapost.ca](http://www.canadapost.ca)  Hours of operation: (GMT -5)  Mon – Fri: 0830 – 1630  Closed: Saturday, Sunday  Languages: English, French | CHILE (CL)  Contact Center Tel: (+56 2) 2956 0303 Fax:  E-mail: [sac@correos.cl](mailto:sac@correos.cl)  Web site: <http://www.correos.cl>  Hours of operation: (GMT -4)  Mon – Fri: 0900 – 1748  Closed: Saturday, Sunday  Languages: English, Spanish |
| COLOMBIA(CO)  Servicios Postales Nacionales S.A 4-72  Tel: (+571) 4722000 / 018000111210  Fax:  E-mail: [reclamosinternacionales@4-72.com.co](mailto:reclamosinternacionales@4-72.com.co)  Web site: [www.4-72.com.co](http://www.4-72.com.co)  Hours of operation: (GMT -5)  Mon – Fri: 0800 – 1700  Closed: Saturday, Sunday  Languages: English, Spanish | COSTA RICA(CR)  Servicio al Cliente, Gerencia Comercial, Zapote San Jose Costa Rica  Tel: 800 900 2000 / (+506) 2202 29 00 Fax: (+506) 2281 02 27  E-mail: [srvcliente@correos.go.cr](mailto:srvcliente@correos.go.cr)  Web site: [www.correos.go.cr](http://www.correos.go.cr/)  Hours of operation: (GMT -6)  Mon – Fri: 0800 – 1700  Closed: Saturday, Sunday  Languages: Spanish |
| CÔTE D'IVOIRE (CI)  EMS CÔTE D'IVOIRE Tel: (+225) 21 00 06 19  Fax:  E-mail: [info@ems.ci](mailto:info@ems.ci)  Web site: [www.laposte.ci](http://www.laposte.ci)  Hours of operation: (GMT 0)  Mon – Fri: 0800 – 1630  Closed: Saturday, Sunday  Languages: English, French | CYPRUS (CY)  EMS Call Center Tel: (+357) 7777 80 13  Fax: (+357) 2266 11 33  E-mail: [gkoliandris@dps.mcw.gov.cy , poemstrace@cytanet.com.cy](mailto:gkoliandris@dps.mcw.gov.cy%20,%20poemstrace@cytanet.com.cy)  Web site: [www.cypruspost.gov.cy](http://www.cypruspost.gov.cy)  Hours of operation: (GMT +2)  Mon – Fri: 0800 – 1500  Closed: Saturday, Sunday  Languages: English, Others : Greek |
| CZECH (CZ)  Call Center Tel: (+420) 800104410  Fax: (+420) 596112049  E-mail: [info@cpost.cz](mailto:info@cpost.cz)  Web site: [www.ceskaposta.cz](http://www.ceskaposta.cz)  Hours of operation: (GMT +1)  Mon – Fri: 0700 – 1900  Sat: 0800 – 1200  Closed: Sunday  Languages: English, Czech | DENMARK (DK)  Postnord Logistics A/S Tel: (+45) 7025 38 38  Fax: (+45) 3362 0152  E-mail: [ems.dk@postnord.com](mailto:ems.dk@postnord.com)  Web site:[www.postdanmark.dk](http://www.postdanmark.dk/)  Hours of operation:  Summer Time (GMT +2)  Winter Time (GMT +1)  Mon – Fri: 0900 – 1600  Closed: Saturday, Sunday  Languages: English |
| ECUADOR (EC)  EMS Quito Tel: (+593 2) 3 828 400 Ext. 6989 / 6915  Fax:  E-mail:[molmedo@correosdelecuador.gob.ec / davendano@correosdelecuador.gob.ec](mailto:molmedo@correosdelecuador.gob.ec%20/%20davendano@correosdelecuador.gob.ec)  Web site: [www.correosdelecuador.gob.ec](http://www.correosdelecuador.gob.ec)  Hours of operation: (GMT -5)  Mon – Fri: 0800 – 1700  Closed: Saturday, Sunday  Languages: English, Spanish   EMS Guayaquil Tel: (+593 4) 2 598 310 Ext. 6565  Fax:  E-mail: [mjsanchez@correosdelecuador.gob.ec](mailto:mjsanchez@correosdelecuador.gob.ec) Web site: [www.correosdelecuador.gob.ec](http://www.correosdelecuador.gob.ec) Hours of operation: (GMT -5)  Mon – Fri: 0800 – 1700  Closed: Saturday, Sunday  Languages: English, Spanish | EGYPT (EG)  EMS Cairo Tel: (+20 2) 3535 1621  Fax: (+20 2) 392 36 86, 390 42 50  E-mail: [eg\_ems\_operation@egyptpost.org](mailto:eg_ems_operation@egyptpost.org)  Web site: [www.egyptpost.org](http://www.egyptpost.org)  Hours of operation: (GMT +2)  Mon – Thu, Sun: 0900 – 1700  Closed: Friday, Saturday  Languages: Arabic, English |
| EL SALVADOR(SV)  Dirección General de Correos Tel: (+503) 2527 7600  Fax:  E-mail: [atencion.cliente@correos.gob.sv](mailto:atencion.cliente@correos.gob.sv)  Web site: [www.correos.gob.sv](http://www.correos.gob.sv)  Hours of operation: (GMT -6)  Mon – Fri: 0800 – 1530  Closed: Saturday, Sunday  Languages: English, Spanish | ESTONIA (EE)  Customer Service Centre Tel: (+372) 6616 616  Fax: (+372) 6053 345  E-mail: [info@post.ee](mailto:info@post.ee)  Web site: [www.post.ee](http://www.post.ee)  Hours of operation: (GMT +2)  Mon – Fri: 0900 – 2000, Sat: 0900 – 1500  Closed: Sunday  Languages: English, Russian: Estonian |
| FIJI (FJ)  EMS Customer Care / Operations Warehouse Tel: (+679) 334 02 22 / 334 59 00  Fax: (+679) 334 59 96  E-mail: [emscustser@postfiji.com.fj](mailto:emscustser@postfiji.com.fj)  Web site: [www.postfiji.com.fj](http://www.postfiji.com.fj/) Hours of operation: (GMT +12)  Mon – Fri: 0800 – 1600  Closed: Saturday, Sunday  Languages: English | FINLAND (FI)  Customer Service, Helsinki OE Tel: (+358) 20 451 5711  Fax: (+358) 20 451 5467  E-mail: [customerservice@posti.com](mailto:customerservice@posti.com)  Web site:  Hours of operation: (GMT +3)  Mon – Fri: 0800 – 1600  Closed: Saturday, Sunday  Languages: English, Others : Finnish / Swedish |
| FRANCE (FR)  CHRONOPOST/ IMPORT EMS Tel: +33 969 391 391  Fax: (+33) 9 70 00 90 14  E-mail: [international.express@chronopost.fr](mailto:international.express@chronopost.fr)  Web site: [www.chronopost.fr](http://www.chronopost.fr)  Hours of operation: (GMT +1)  Mon – Fri: 0800 – 1800, Sat: 0800 - 1200  Closed: Sunday  Languages: English, French, Spanish **,** Others : Japanese | GEORGIA (GE)  Georgian Post Tel: (+995) 32 2354094  Fax:  E-mail: [info@gpost.ge](mailto:info@gpost.ge)  Web site: [www.gpost.ge](http://www.gpost.ge/)  Hours of operation: (GMT +4)  Mon – Fri: 0900 – 1700  Closed: Saturday, Sunday  Languages: English, Russian, Others : Georgian |
| GERMANY (DE)  EMS Customer Service (Import) Tel: (+49) 6142 8352 350 Fax: (+49) 6142 8352 359  E-mail: [ems.customerservice@deutschepost.de](mailto:ems.customerservice@deutschepost.de)  Web site:  Hours/days of operation: (GMT +1) WINTER TIME/ (GMT +2) SUMMER TIME Mon – Fri: 0800 – 1600  Closed: Saturday, Sunday  Languages: English, German | GHANA (GH)  EMS GHANA CALL CENTER AND INQUIRY Tel: (+233 30) 2 668138  Fax:  E-mail:   |  |  | | --- | --- | |  | [**emsgh@ghanapost.com.gh/emsghana@yahoo.co.uk**](mailto:emsgh@ghanapost.com.gh/emsghana@yahoo.co.uk) |   Web site:  Hours of operation: (GMT 0)  Mon – Fri:0800 – 1700  Closed: Saturday,Sunday  Languages: English |
| GREAT BRITAIN (GB)  Parcelforce Worldwide Int'l. Customer Services Tel: (+44) 2476 213 455  Fax: (+44) 2476 213 508  E-mail: [international.enquiries@parcelforce.co.uk](mailto:international.enquiries@parcelforce.co.uk)  Web site: [www.parcelforce.com](http://www.parcelforce.com/)  Hours of operation: (GMT +1) in Summer Mon – Fri: 0730 – 1730  Closed: Saturday, Sunday  Languages: English | GREECE (GR)  Tachymetaphores ELTA S.A. Tel: (+30 210) 607 30 05 Ext. 3  Fax: (+30 210) 607 30 69  E-mail: [customercare@elta-courier.gr](mailto:customercare@elta-courier.gr)  Web site: [www.elta-courrier.gr](http://www.elta-courrier.gr/)  Hours of operation: (GMT +2)  Mon – Fri: 0900 – 1700  Closed: Saturday, Sunday  Languages: English, French, Others: Greek |
| GUAM  Guam Tel: (+1 415) 536-6529  Fax: (+1 415) 536-6456 | GUATEMALA (GT)  Guatemala Tel: (+502) 2232 7448  Fax: (+502) 2230 4446  E-mail: [emsguatemala@itelgua.com](mailto:emsguatemala@itelgua.com)  Web site:  Hours of operation: (GMT -6)  Mon – Fri: 0730 – 1715  Closed: Saturday, Sunday  Languages: Spanish |
| HONDURAS(HN)  Tegucigalpa Tel: (+504) 2234-6988  Fax:  E-mail: <mailto:goperaciones@honducor.gob.hn> | HONG KONG(HK)  Hongkong Post Mail Tracing Office Tel: (+852) 2921 2222  Fax: (+852) 2868 0094  E-mail: [mto@hkpo.gov.hk](mailto:mto@hkpo.gov.hk)  Web site:  Hours of operation: (GMT +8)  Mon – Sat: 0830 – 1700  Closed: Sunday  Languages: English, Others: Cantonese / Putonghua |
| HUNGARY (HU)  Budapest Tel: (+361) 333 77 77  Fax: (+361) 321 32 10  E-mail: [customer.service@posta.hu](mailto:customer.service@posta.hu)  Web site: [www.posta.hu](http://www.posta.hu/)  Hours of operation: (GMT +1)  Mon – Fri: 0800 – 1600  Closed: Saturday, Sunday  Languages: English, Others: Hungarian | INDIA (IN)  Kolkata Speed Post Centre Tel: (+91 33) 2262 3936  Fax:  E-mail: [kolkataairfgn@gmail.com](mailto:kolkataairfgn@gmail.com)  Web site: [www.indiapost.gov.in](http://www.indiapost.gov.in/)  Hours of operation: (GMT +5.5)  Mon – Sat: 1000 – 1730  Closed: Sunday  Languages: English   Foreign Post New Delhi Tel: (+91 11) 2323 6739  Fax: (+91 11) 2323 5501  E-mail:[foreignpostdelhi@indiapost.gov.in, spcfgnpost@gmail.com](mailto:foreignpostdelhi@indiapost.gov.in,%20spcfgnpost@gmail.com)  Web site: [www.indiapost.gov.in](http://www.indiapost.gov.in/)  Hours of operation: (GMT +5.5)  Mon – Sat: 1000 – 1730  Closed: Sunday  Languages: English   Mumbai Speed Post Centre Tel: (+91 22) 2615 63 44  Fax: (+91 22) 2615 63 11  E-mail: [emsmum99@gmail.com](mailto:emsmum99@gmail.com)  Web site: [www.indiapost.gov.in](http://www.indiapost.gov.in/)  Hours of operation: (GMT +5.5)  Mon – Sun: 0930 – 1730  Closed:  Languages: English   EMS Centre Chennai Tel: (+91 44) 2231 3292, 2231 0557, 2231 1555  Fax: (+91 44) 2232 1360  E-mail: [cccfgnchennai@indiapost.gov.in](mailto:cccfgnchennai@indiapost.gov.in) Web site: [www.indiapost.gov.in](http://www.indiapost.gov.in/)  Hours of operation: (GMT +5.5)  Mon – Sat: 0930 – 1730  Closed: Sunday  Languages: English |
| INDONESIA (ID)  EMS Inquiry Centre, Jakarta Tel: (+62) 21 550 15 00 / 21 57 / 02 73  Fax: (+62) 21 550 1407  E-mail: [inquems\_import@posindonesia.co.id](mailto:inquems_import@posindonesia.co.id)  Web site: [www.posindonesia.co.id](http://www.posindonesia.co.id)  Hours of operation:  Mon – Sat: 0800 – 1600  Closed: Sunday  Languages: English, Others : Indonesian   EMS Inquiry Batam Post Office Tel: (+62) 778 462033  Fax: (+62) 778 462464  E-mail: [ekspedisi@posindonesia.co.id](mailto:ekspedisi@posindonesia.co.id)  Web site:  Hours of operation:  Mon – Fri: 0800 – 1300  Closed: Saturday, Sunday  Languages: English, Others : bahasa indonesia   EMS Inquiry Medan General Post Office Tel: (+62) 61 456 89 40  Fax: (+62) 61 457 00 53  E-mail: [freddy.h.manurung@posindonesia.co.id](mailto:freddy.h.manurung@posindonesia.co.id)  Web site:  Hours of operation:  Mon – Fri: 0800 – 1300  Closed: Saturday, Sunday  Languages: English, Others : bahasa indonesia   EMS Inquiry Denpasar General Post Office Tel: (+62) 361 261374  Fax: (+62) 361 223568  E-mail: [800posint@posindonesia.co.id](mailto:800posint@posindonesia.co.id)  Web site:  Hours of operation:  Mon – Fri: 0800 – 1300  Closed: Saturday, Sunday  Languages: English, Others : bahasa indonesia | IRAN (IR)  Mahboobeh Mohammadi  Tel: (+9821) 8884 6882  Fax: (+9821) 8884 6883  E-mail: [mehdi.mg@post.ir](mailto:mehdi.mg@post.ir) Web site: [www.post.ir](http://www.post.ir)  Hours of operation: (GMT +3.3)  Mon –Wed, Sat - Sun: 0800 – 1630  Closed: Thursday, Friday  Languages: English, Others: Persian |
| IRELAND (IE)  Dublin, EMS Customer Service Tel: (+353 1) 705 76 00  Fax: (+353 1) 809 09 00  E-mail: [customer.services@anpost.ie](mailto:customer.services@anpost.ie)  Web site: [www.anpost.ie](http://www.anpost.ie/)  Hours of operation: (GMT 0)  Mon – Fri: 0900 – 1730  Closed: Saturday, Sunday  Languages: English | ISRAEL (IL)  Jerusalem Tel: (+972 76) 887 00 07  Fax: (+972 76) 887 00 39  E-mail: [internet@postil.com](mailto:internet@postil.com)  Web site: [www.israelpost.co.il](http://www.israelpost.co.il)  Hours of operation: (GMT +2)  Mon – Thu, Sun: 0800 – 1800  Fri: 0800– 1200  Closed: Saturday  Languages: English, Others: Hebrew |
| ITALY (IT)  Poste Italiane Assistenza Clienti Tel: (+39) 06 5958 8507  Fax: (+39) 06 5958 8061  E-mail: [cavallarof@posteitaliane.it ; nollirob@posteitaliane.it](mailto:cavallarof@posteitaliane.it%20;%20nollirob@posteitaliane.it) Web site: [www.posteit.it](http://www.posteitaliane.it/)  Hours of operation: (GMT +1)  Mon – Fri: 0800 – 1600  Closed: Saturday, Sunday  Languages: English, Others: Italian | JAMAICA (JM)  Kingston, Post Office Headquarters Tel: (+1 876) 922 5055  Fax: (+1 876) 922 9439  E-mail: [ems@jamaicapost.gov.jm](mailto:%20ems@jamaicapost.gov.jm) Web site: [www.jamaicapost.gov.jm](http://www.jamaicapost.gov.jm/)  Hours of operation: (GMT -5)  Mon – Thu: 0830 - 1700  Fri: 0830 – 1600  Closed: Saturday, Sunday  Languages: English |
| JAPAN (JP)  Tokyo INT Tel: (+81 3) 5665 4200  Fax: (+81 3) 5665 4317  E-mail: [k007190.ykipic.jj@ymd.jp-post.jp](mailto:k007190.ykipic.jj@ymd.jp-post.jp)  Web site:  Hours of operation: (GMT +9)  Mon– Fri: 0900 – 2100  Sat: 0900 – 1900  Sun: 0900-1700  Closed:  Languages: English   Osaka INT Tel: (+81 72) 455 1390  Fax: (+81 72) 455 1381  E-mail: [makoto.nishimura.o0023@japan-oe.jp](mailto:makoto.nishimura.o0023@japan-oe.jp)  Web site:  Hours of operation: (GMT +9)  Mon – Fri: 0830 –1715  Closed: Saturday, Sunday  Languages: English   Shin Fukuoka Tel: (+81 92) 674 8836  Fax: (+81 92) 692 0136  E-mail: [k747990.kokutoku.jj@ymd.jp-post.jp](mailto:k747990.kokutoku.jj@ymd.jp-post.jp)  Web site:  Hours of operation: (GMT +9)  Mon – Fri: 0900 –1745  Closed: Saturday, Sunday  Languages: English   Naha Tel: (+81 98) 853 0181  Fax: (+81 98) 855 9137  E-mail: [naha.int.2@japan-oe.jp](mailto:naha.int.2@japan-oe.jp) Web site:  Hours of operation: (GMT +9)  Mon – Fri: 0830 –1730  Closed: Saturday, Sunday  Languages: English   Chubu INT Tel: (+81 569) 38 2131  Fax: (+81 569) 38 2134  E-mail: [k200600.gyomuki.jj@ymd.jp-post.jp](mailto:k200600.gyomuki.jj@ymd.jp-post.jp)  Web site:  Hours of operation: (GMT +9)  Mon – Fri: 0845–1730  Closed: Saturday, Sunday  Languages: English | JORDAN (JO)  Call Centre of Jordan Postal Company (EMS) Tel: (+962 6) 429 3000 / 4081 / 4082  Fax: (+962 6) 420 7181  E-mail: [aalamary@jpc.com.jo](mailto:aalamary@jpc.com.jo)  Web site: [www.jordanpost.com.jo](http://www.jordanpost.com.jo)  Hours of operation:   Closed:  Languages: |
| KAZAKHSTAN (KZ)  Call Centre EMS / Kazakhstan Tel: (+7 727) 259 06 05 (many server)  Fax: (+7 727) 259 77 11  E-mail: [ems.callcenter@kazpost.kz](mailto:ems.callcenter@kazpost.kz)  [ems.callcenter2@kazpost.kz](mailto:ems.callcenter2@kazpost.kz)  Web site: [www.kazpost.kz](http://www.kazpost.kz/)  Hours of operation: (GMT +6)  Mon – Sat: 0900–2000  Closed: Sunday  Languages: English, Russian | KENYA (KE)  Nairobi EMS Centre Tel: (+254 20) 222 63 98 / +254 20 324 22 11 / +254 727 403627  Fax:  E-mail: [emskenya@posta.co.ke](mailto:emskenya@posta.co.ke) /  [emscustomercare@posta.co.ke](mailto:emscustomercare@posta.co.ke)  Web site: www.posta.co.ke or www.em...  Hours of operation: (GMT +3)  Mon – Fri: 0800–1700  Closed: Saturday, Sunday  Languages: English |
| KOREA (KR)  Manager, Seoul International Customer Centre Tel: (+822) 2108 98 95  Fax: (+822) 2108 98 95  E-mail: [ipost@krpost.net](mailto:ipost@krpost.net)  Web site: [www.koreapost.go.kr](http://www.koreapost.go.kr/)  Hours of operation: (GMT +9)  Mon – Fri: 0915–1745  Closed: Saturday, Sunday  Languages: English, French, Spanish **:** Chinese / Japanese | KUWAIT (KW)  Kuwait Tel: (+965) 2552 5721, (+965) 2552 5748  Fax: (+965) 2551 5781, (+965) 2522 6343  E-mail:[kuwaitpost\_Q\_EMS@hotmail.com](mailto:kuwaitpost_Q_EMS@hotmail.com)  Web site: [http://moc.gov.kw/English...](http://moc.gov.kw/English/index.html)  Hours of operation: (GMT +3)  Mon – Thu, Sun: 0800-1330  Closed: Friday, Saturday  Languages: English, Others : Arabic |
| LAOS (LA)  Vientiane, Postal Division Tel: (+856 21) 212353  Fax: (+856 21) 212779  E-mail: [kkhunthavee@gmail.com](mailto:kkhunthavee@gmail.com)  Web site: [www.laopost.com.la](http://www.laopost.com.la/) Hours of operation:  Mon – Fri: 0800–1700  Closed: Saturday, Sunday  Languages: English, French | LATVIA (LV)  International Call Centre, Riga Tel: (+371) 6700 80 08 / 2789 27 79 mobile  Fax: (+371) 6760 82 46  E-mail: [ems@pasts.lv](mailto:ems@pasts.lv)  Web site: [www.expresspasts.lv](http://www.expresspasts.lv/)  Hours of operation: (GMT +2)  Mon –Thu: 0800–1800, Fri: 0800–1700  Closed: Saturday, Sunday  Languages: English, Russian |
| LITHUANIA (LT)  Lietuvos paštas  Tel: (+370 5) 236 12 44  Fax: (+370 5) 233 98 03  E-mail: [info@post.lt](mailto:info@post.lt)  Web site: [www.post.lt](http://www.post.lt/)  Hours of operation: (GMT +3)  Mon – Thu: 0730–1615  Fri: 0730–1500  Closed: Saturday, Sunday  Languages: English, Russian, Others: Lithuanian | LUXEMBOURG (LU)  POST Courrier CSC Tel: (+352) 2462 8004 Fax: (+352) 2660 7580  E-mail:[epgcs@post.lu](mailto:epgcs@post.lu)  Web site: [www.post.lu](http://www.post.lu/) Hours of operation: (GMT +1)  Mon – Fri: 0800–1700  Closed: Saturday, Sunday  Languages: English, French, Others: German |
| MACAO (MO)  EMS Operations Tel: (+853) 2859 66 88  Fax: (+853) 2871 75 77  E-mail: [ems@ctt.gov.mo](mailto:ems@ctt.gov.mo)  Web site: [ems.ctt.gov.mo](http://ems.ctt.gov.mo/)  Hours of operation: (GMT +8)  Mon – Fri: 0900–1815, Sat: 0900 - 1300  Closed: Sunday  Languages: English, Others: Portuguese | MADAGASCAR (MG)  Antananarivo Tel: (+261 20) 225 69 86  Fax: (+261 20) 223 28 28  E-mail: [dep.paositr@gmail.com](mailto:dep.paositr@gmail.com)  Web site:  Hours of operation: (GMT +3)  Mon – Fri: 0900–1530  Closed: Saturday, Sunday  Languages: English, French |
| MALAYSIA (MY)  Pos Malaysia International (PMI) Customer Service Tel: (+60 3) 2267 22 71  Fax: (+60 3) 2267 22 49  E-mail: [cx.srrm\_ems@pos.com.my](mailto:cx.srrm_ems@pos.com.my)  Web site: [www.pos.com.my](http://www.pos.com.my)  Hours of operation: (GMT +8)  Mon – Fri: 0900–1700  Closed: Saturday, Sunday  Languages: English | MALTA (MT)  Customer Care, MALTA Tel: (+356) 2124 27 95  Fax: (+356) 2122 63 68  E-mail: [customercare@maltapost.com](mailto:customercare@maltapost.com)  Web site: [www.maltapost.com](http://www.maltapost.com)  Hours of operation: (GMT +1)  Mon – Fri: 0730–1600, Sat: 0800–1200  Closed: Sunday  Languages: English, Others: Maltese / Italian |
| MAURITIUS (MU)  EMS Call Centre Tel: (+230) 211 7793, (+230) 213 2497  Fax: (+230) 213 4149  E-mail: [ems@mauritiuspost.mu](mailto:ems@mauritiuspost.mu)  Web site: [www.mauritiuspost.mu](http://www.mauritiuspost.mu)  Hours of operation: (GMT +4)  Mon – Fri: 0800–1600, Sat: 0800 - 1145  Closed: Sunday  Languages: English, French | MEXICO (MX)  Centro de Atención a Clientes – MEXICO  Tel: (+52 55) 4774 8696  Fax: (+52 55) 53 85 09 96  E-mail: [contacto@correosdemexico.gob.mx](mailto:contacto@correosdemexico.gob.mx)  Web site:[http://www.gob.mx/correos...](http://www.gob.mx/correosdemexico) Hours of operation: (GMT -6)  Mon – Fri: 0900–1800  Closed: Saturday, Sunday  Languages: English, Spanish |
| MOLDOVA (MD)  EMS Office of Exchange Tel: (+373 22) 54 87 91  Fax: (+373 22) 27 12 42  E-mail: [ems@posta.md](mailto:ems@posta.md)  Web site: [www.posta.md](http://www.posta.md/) Hours of operation: (GMT +2)  Mon – Fri: 0800–1900  Sat- Sun: 0800 - 1800  Closed:  Languages: English, Russian, Others: Romanian | NETHERLANDS TNT POST (NL)  Customer Service International Hoofddorp Tel: +31 (0) 23 567 5220  Fax:  E-mail: [csinternational@postnl.com](mailto:csinternational@postnl.com)  Web site:  Hours of operation: (GMT +2)  Mon – Fri: 0900–1700  Closed: Saturday, Sunday  Languages: English |
| NEW ZEALAND (NZ)  International Customer Service Centre Tel: (+64 9) 367 97 10  Fax: (+64 9) 367 99 69  E-mail: [cscems@nzpost.co.nz](mailto:cscems@nzpost.co.nz)  Web site: [www.nzpost.com](http://www.nzpost.com/)  Hours of operation: (GMT +12)  Mon – Fri: 0800–1730  Sat: 0900–1200  Closed: Sunday  Languages: English | NIGERIA (NG)  EMS Nigeria; EMS (Int'l) Customers Services Unit Tel: (+234) 9087100388  Fax:  E-mail: [emsnigcsu@yahoo.com](mailto:emsnigcsu@yahoo.com)  Web site: [www.emsng.com](http://www.emsng.com)  Hours of operation: (GMT +1)  Mon – Fri: 0800–1700  Closed: Saturday, Sunday  Languages: English |
| NORWAY (NO)  EMS Customer Service Tel: (+47) 3817 95 95  Fax: (+47) 3817 94 51  E-mail: [ems.customerservice@posten.no](mailto:ems.customerservice@posten.no)  Web site: www.posten.no / www.bring...  Hours of operation: (GMT +1)  Mon – Fri: 0800–1500  Closed: Saturday, Sunday  Languages: English | OMAN (OM)  Muscat, Dépt du Courrier EMS Tel: (+968) 2451 0311  Fax: (+968) 2451 0411  E-mail: [emsmct@omantel.net.om](mailto:emsmct@omantel.net.om)  Web site:  Hours of operation: (GMT +4)  Mon – Fri:  Closed:  Languages: English, Others: Arabic |
| PAKISTAN (PK)  Karachi EMS Call Centre Tel: (+92 21) 3454 0419 / 3453 7936  Fax: (+92 21) 3453 6185 / 3431 2602  E-mail: [ems.karachi@pakpost.gov.pk](mailto:ems.karachi@pakpost.gov.pk)   Lahore EMS Call Centre Tel: (+92 42) 9921 1312 and 9921 1324  Fax: (+92 42) 9921 1326  E-mail: [imo.lahore@pakpost.gov.pk](mailto:imo.lahore@pakpost.gov.pk)   Islamabad EMS Call Centre Tel: (+92-51) 928 0311  Fax: (+92 51) 928 0882  E-mail: [imo.islambad@pakpost.gov.pk](mailto:imo.islambad@pakpost.gov.pk)   Web site: [www.pakpost.gov.pk](http://www.pakpost.gov.pk/)  Hours of operation: (GMT +5)  Mon –Sat: 0800–1600  Closed: Sunday  Languages: English | PANAMA (PA)  Maricruz Campos-Jefa deReclamos Postales Tel: (+507) 512 6309  Fax: (+507) 512 6224  E-mail:[reclamospostales@correospanama.gob.pa](mailto:reclamospostales@correospanama.gob.pa)  Web site:  Hours of operation: (GMT -5)  Mon – Fri: 0800 – 1600  Closed: Saturday, Sunday  Languages: Spanish |
| PAPUA NEW GUINEA (PG)  Customer Care Centre, Port Moresby Tel: (+675) 305 3773  Fax:  E-mail: [customer.care@postpng.com.pg](mailto:customer.care@postpng.com.pg)  Web site: [www.postpng.com.pg](http://www.postpng.com.pg)  Hours of operation: (GMT +10)  Mon – Fri: 0800 – 1630, Sat: 0800 - 1230  Closed: Sunday  Languages: English | PARAGUAY (PY)  EMS Asunción Tel: (+595 21) 498 282  Fax: (+595 21) 498 282  E-mail: [ems@correoparaguayo.gov.py](mailto:ems@correoparaguayo.gov.py)  Web site: [www.correoparaguayo.gov.p...](http://www.correoparaguayo.gov.py)  Hours of operation: (GMT -3)  Mon – Fri: 0800 – 1600  Closed: Saturday, Sunday  Languages: English, Spanish, Portuguese |
| PERU (PE)  EMS Service department Tel: (+511) 511 50 00 ext.5129-5149  Fax: (+511) 511 50 99  E-mail: [servicio\_ems@serpost.com.pe](mailto:servicio_ems@serpost.com.pe)  Web site: [www.serpost.com.pe](http://www.serpost.com.pe/)  Hours of operation: (GMT -5)  Mon –Thu: 0800 – 1735, Fri: 0800 - 2000  Closed: Saturday, Sunday  Languages: Spanish   Call Center / Customer Service Tel: (+511) 533 30 82 Fax:  E-mail: [atencionalcliente@serpost.com.pe](mailto:atencionalcliente@serpost.com.pe) / [call\_center@serpost.com.pe](mailto:call_center@serpost.com.pe)  Web site: [www.serpost.com.pe](http://www.serpost.com.pe/)  Hours of operation: (GMT -5)  Mon –Fri: 0800 – 1735  Closed: Saturday, Sunday  Languages: Spanish | PHILIPPINES (PH)  Express Mail Exchange Department (EMED - MNL) Tel: (+63 2) 854 4613/854 5467  Fax: (+63 2) 854 4902  E-mail: [ems.cs@phlpost.gov.ph](mailto:ems.cs@phlpost.gov.ph)  Web site: [www.phlpost.gov.ph](http://www.phlpost.gov.ph/)  Hours of operation: (GMT +8)  Mon – Fri: 0900 – 16 00  Closed: Saturday, Sunday  Languages: English, Others: Filipino |
| POLAND (PL)  Warszawa WER Tel: (+48 22) 548 15 06  Fax: (+48 22) 548 15 07  E-mail: [kontakt.ems@warszawa.poczta-polska.pl](mailto:kontakt.ems@warszawa.poczta-polska.pl)  Web site: [http://www.pocztex.pl/dok...](http://www.pocztex.pl/dokl_inf_telef.php)  Hours of operation: (GMT +1)  Mon – Fri: 0730 – 1530  Closed: Saturday, Sunday  Languages: English, French ,Others : Polish | PORTUGAL (PT)  CTT Expresso Customer Care / Lisbon Tel: (+351) 211 949 389/ (+351) 210 471 912 Fax: (+351) 219926451 / (+351) 219926453  E-mail: [ems@cttexpresso.pt](mailto:ems@cttexpresso.pt)  Web site: [www.cttexpresso.pt](http://www.cttexpresso.pt/)  Hours of operation: (GMT +1)  Mon – Fri: 0800 – 2200, Sat: 0800 – 1400  Closed: Sunday  Languages: English, French, Portuguese |
| QATAR (QA)  Mr. Khaled Al Mohannadi Tel: (+974) 4446 4413, 4446 4172  Fax: (+974) 4483 7777  E-mail: [public-relations@qatarposts.com](mailto:public-relations@qatarposts.com)  Web site: [www.qpost.com.qa](http://www.qpost.com.qa/)  Hours of operation: (GMT +3)  Mon – Thu, Sun: 0700 – 1400  Closed: Friday, Saturday  Languages: English, Others: Arabic | ROMANIA (RO)  C.N. Posta Romana S.A., Directia Control, Departamentul Reclamatii si Satisfactia Clientului Tel: (+40 21) 311 7805  Fax: (+40 21) 311 7805  E-mail: [ems@posta-romana.ro](mailto:ems@posta-romana.ro)  Web site: [www.posta-romana.ro](http://www.posta-romana.ro/)  Hours of operation: (GMT +3)  Mon – Fri: 0830 – 1630  Closed: Saturday, Sunday  Languages: English |
| RUSSIA (RU)  Moscow EMS Tel: (+7 495) 956 08 08 ext. 831  Fax: n/a  E-mail: [emsinfo@emspost.ru](mailto:emsinfo@emspost.ru)  Web site: [www.emspost.ru](http://www.emspost.ru/)  Hours of operation: (GMT +3)  Mon –Thu: 0900 – 1800, Fri: 0900 - 1645  Closed: Saturday, Sunday  Languages: English, Russian | SAUDI ARABIA (SA)  Essam Y. Al Zaid, Director of Customer Services  Tel: (+966 ) 920 001 144  Fax: (+966 1) 405 8000  E-mail: [ems@sp.com.sa](mailto:ems@sp.com.sa)  Web site: [www.ems.com.sa](http://www.ems.com.sa)  Hours of operation: (GMT +3)  Mon – Thu, Sat, Sun: 0800 – 2100  Closed: Friday  Languages: English, Others: Arabic |
| SINGAPORE (SG)  Group Customer Service Tel: (+65) 6229 59 92  Fax: (+65) 6842 51 14  E-mail: [g-ems@singpost.com](mailto:g-ems@singpost.com)  Web site: [www.speedpost.com.sg](http://www.speedpost.com.sg/)  Hours of operation: (GMT +8)  Mon – Fri: 0900 – 1700  Closed: Saturday, Sunday  Languages: English | SLOVAKIA (SK)  Bratislava, Slovak post Tel: (+421 2) 49 22 24 55  Fax: (+421 2) 44 37 35 21  E-mail: [internationalclaims@slposta.sk](mailto:internationalclaims@slposta.sk)  Web site: [www.slposta.sk](http://www.slposta.sk/)  Hours of operation: (GMT +1)  Mon – Fri: 0730 – 1530  Closed: Saturday, Sunday  Languages: English, French   Customer servis Tel: (+421 48) 437 87 77  Fax:  E-mail: [customerservice@slposta.sk](mailto:customerservice@slposta.sk)  Web site: [www.posta.sk](http://www.posta.sk)  Hours of operation: (GMT +1)  Mon – Fri: 0800 – 1800  Closed: Saturday, Sunday  Languages: English |
| SLOVENIA (SI)  Posta Slovenije, d.o.o. Tel: (+386 1) 476 76 10  Fax: (+386 1) 476 76 21  E-mail: [1003.ljubljana@posta.si](mailto:1003.ljubljana@posta.si)  Web site: [www.posta.si](http://www.posta.si)  Hours of operation: (GMT +2)  Mon – Fri: 0700 – 1300  Closed: Saturday, Sunday  Languages: English | SOLOMON IS. (SB)  Alfred Kituru Ghemu Tel: (+677) 28 815  Fax: (+677) 20 440  E-mail: [Alfred.Ghemu@solomonpost.com.sb](mailto:Alfred.Ghemu@solomonpost.com.sb)  Web site: [www.solomonpost.com.sb](http://www.solomonpost.com.sb/) Hours of operation: (GMT +11)  Mon – Fri: 0000 – 2359  Closed: Saturday, Sunday  Languages: English |
| SOUTH AFRICA (ZA)  Johannesburg International Mail Centre Tel: (+27 11) 961 6048  Fax: (+27 11) 961 6085  E-mail: [mathapelo.mphuti@postoffice.co.za](mailto:mathapelo.mphuti@postoffice.co.za)  Web site: [www.emssouthafrica.co.za](http://www.emssouthafrica.co.za/)  Hours of operation: (GMT +2)  Mon – Fri: 0800 – 1630  Closed: Saturday, Sunday  Languages: English | SPAIN (ES)  Madrid Tel: (+34 90) 219 71 97  Fax:  E-mail: [fidelizacion.clientes@correos.com](mailto:%20fidelizacion.clientes@correos.es)  Web site: [http://www.correos.es](http://www.correos.es/) Hours of operation: (GMT +1)  Mon – Fri: 0830 – 2100  Sat: 0900 – 1300  Closed: Sunday  Languages: English, Spanish |
| SRI LANKA (LK)  EMS Speed Post Centre Tel: (+94 11) 244 7844  Fax:  E-mail: [ems.colombo@yahoo.com](mailto:ems.colombo@yahoo.com)  Web site: [www.slpost.gov.lk](http://www.slpost.gov.lk)  Hours of operation: (GMT +6)  Mon –Sat: 09:00-17:00  Closed: Sunday  Languages: English | SWEDEN (SE)  PostNord Sverige AB Tel: (+46) 771 33 33 20  Fax: (+46) 243 92851  E-mail: [foreign.claims.se@postnord.com](mailto:foreign.claims.se@postnord.com)  Web site: [www.postnord.se](http://www.postnord.se/)  Hours of operation: (GMT +1)  Mon – Fri: 0800 – 1700  Closed: Saturday, Sunday  Languages: English , Others : Swedish |
| SWITZERLAND (CH)  Poste CH SA / Asendia Switzerland / Customer Service International Tel: (+41) 58 667 19 81  Fax: (+41) 58 667 62 20  E-mail: [international@post.ch](mailto:international@post.ch)  Web site: [www.poste.ch](http://www.poste.ch)  Hours of operation: (GMT +1)  Mon – Fri: 0800 – 1800  Closed: Saturday, Sunday  Languages: English, French, Others: German, Italian | TANZANIA (TZ)  EMS HQ GPO Tel: (+255 22) 212 4465,(+255 22) 213 8063  Fax: (+255 22) 212 4463  E-mail: [ems@posta.co.tz](mailto:ems@posta.co.tz)  Web site: [www.posta.co.tz](http://www.posta.co.tz)  Hours of operation: (GMT +3)  Mon – Fri: 0800-1700, Sat: 0900-1300  Closed: Sunday  Languages: English |
| THAILAND (TH)  THP Contact Center 1545 Tel: (+66 2) 831 3600  Fax: (+66 2) 831 3550, (+66 2) 831 3551  E-mail: [postalcare@thailandpost.co.th](mailto:postalcare@thailandpost.co.th)  Web site: [www.thailandpost.co.th](http://www.thailandpost.co.th/)  Hours of operation: (GMT +7)  Mon – Fri: 0800 – 1800  Sat – Sun: 0900 - 1700 Languages: English, Others : Thai | TOGO (TG)  Customer Care / EMS Lome Aeroport Tel: (+228) 22 26 70 51  Fax: (+228) 22 21 12 08  E-mail: [ems-togo@laposte.tg](mailto:ems-togo@laposte.tg)  Web site: [www.ems.tg](http://www.ems.tg)  Hours of operation: (GMT 0)  Mon – Fri: 0730 – 1700, Sat: 0830 - 1200  Closed: Sunday  Languages: English, French: Local languages |
| TÜRKIYE (TURKEY) (TR)  Istanbul UPIM Tel: (+90 212) 465 52 58  Fax: (+90 212) 465 70 96  E-mail: [istav-upim@ptt.gov.tr](mailto:istav-upim@ptt.gov.tr)  Web site: [www.ptt.gov.tr](http://www.ptt.gov.tr)  Hours of operation: (GMT +2)  Mon – Fri: 0830 – 1730  Closed: Saturday, Sunday  Languages: English, Turkish | U.A.E. (AE)  Emirates Post Call Centre Tel: (+971) 600 599 999  Fax: (+971 4) 3340 333  E-mail: [Custservice@epg.gov.ae](mailto:Custservice@epg.gov.ae)  Web site: [http://www.epg.gov.ae](http://www.epg.gov.ae/)  Hours of operation: (GMT +4)  Mon –Thu, Sat, Sun: 0800 – 2100  Closed: - Friday  Languages: English, Arabic |
| U.S.A. (US)  Los Angeles International Inquiry Center Tel: (+1 800) 222 1811  Fax: (+1 323) 586 - 4363 and 4368  E-mail:  Web site: [www.usps.com](http://www.usps.com)  Hours of operation: (GMT -8)  Mon – Fri: 0800 – 2030 ; Sat: 0800 - 1800 Closed: Sunday  Languages: English, Spanish | UKRAINE (UA)  State Enterprise of Special Post Tel: (+380 44) 235 33 81  Fax: (+380 44) 244 00 79  E-mail: [emsservice@emsukraine.com.ua](mailto:emsservice@emsukraine.com.ua)  Web site: [www.emsukraine.com.ua](http://www.emsukraine.com.ua/)  Hours of operation: (GMT +2)  Mon –Thu: 0830 – 1730, Fri: 0830 - 1615  Closed: Saturday, Sunday  Languages: English, Others: Russian - Ukrainian |
| URUGUAY (UY)  International EMS Call Center / Correo Central Tel: (+598) 2916 02 00 ext.407  Fax: (+598) 2916 0200 ext.406  E-mail: [Gestionesparaclientes@correo.com.uy](mailto:Gestionesparaclientes@correo.com.uy)  Web site: [www.correo.com.uy](http://www.correo.com.uy/)  Hours of operation: (GMT -3)  Mon – Fri: 0900 – 1700  Closed: Saturday, Sunday  Languages: Spanish, Portuguese | UZBEKISTAN (UZ)  Mr. Anvar Vakhobov Tel: (+998 71) 232 27 20  Fax: (+998 71) 232 09 44  E-mail: [avahobov@post.uz; emstash@post.uz](mailto:avahobov@post.uz;%20emstash@post.uz)  Web site: [www.pochta.uz](http://www.pochta.uz/)  Hours of operation: (GMT +5)  Mon – Fri: 0900 – 1800, Sat: 0900 – 1500  Closed: Sunday  Languages: English, Russian, Others : Uzbek |
| VIETNAM (VN)  Hanoi Call Centre Tel: (+84 28) 3 866 4046  Fax: (+84 28) 3 948 0607  E-mail: [EMSVietnam.Int@ems.com.vn](mailto:EMSVietnam.Int@ems.com.vn)  Web site: [www.ems.com.vn](http://www.ems.com.vn)  Hours of operation: (GMT +7)  Mon – Fri: 0800 – 1700  Closed: Saturday, Sunday  Languages: English |  |