Powered by PAF®

How Royal Mail's postal address and Postcode information powers organisations across the UK.

Royal Mail

POWEREDBYPAF.COM

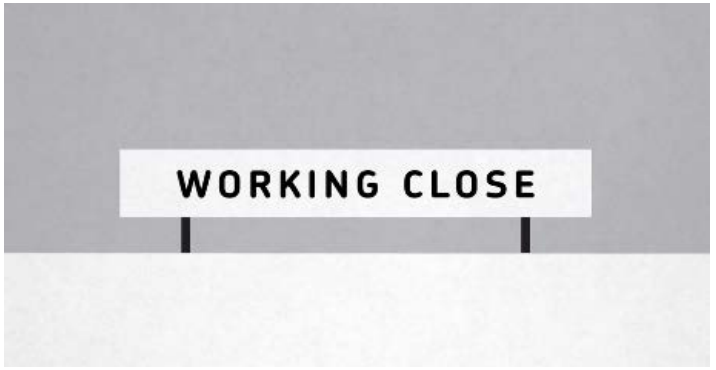
What is PAF?

- The Postcode Address File (PAF®) is Royal Mail's database of UK postal addresses and Postcodes.
- PAF contains 29.9 million residential and business postal addresses and all 1.8 million Postcodes. It also includes more than 1.4 million business names and details of vacant properties.
- PAF is the UK's most up to date and widely used address database.
- We're committed to maintain its accuracy, in fact we update thousands of records each day.

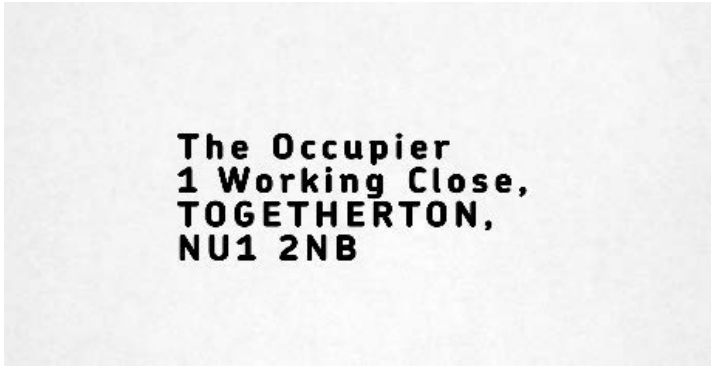
Creating new addresses and assigning new Postcodes

Royal Mail works closely with every single UK Local Authority.

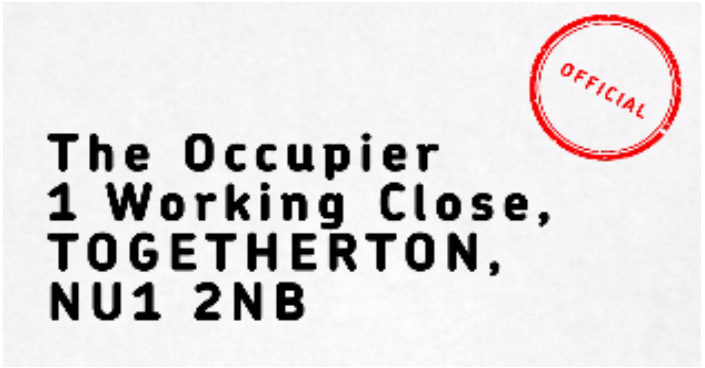
We have developed long established relationships and processes with Local Authorities.



We support planning departments with defining street names and addresses for all new properties.



We ensure all new addresses are assigned an official Royal Mail Postcode. We are the only organisation to assign Postcodes.



Our coverage and scale is unparalleled for capturing address change intelligence

Our postmen and women…

walk every street in the UK, six days a week.

The address changes they capture contribute to us making between 4,000 and 5,000 changes each day or around 1.4 million updates to PAF each year.

Postcodes have become part of the UK's social fabric

92% of UK residents find it easy to remember their Postcode

Postcodes are more memorable than other personal information such as bank account details, birthdays and pin codes. Ipsos MORI, February 2016.

- Postcodes were first introduced in the UK in 1957 and by the end of 1974 had been rolled out nationally.
- The simple combination of alpha-numerics has aided their memorability and in turn cemented their place in our social consciousness.
- They were originally designed to help facilitate the efficient and effective delivery of mail.
- Their use has evolved and they are now widely used by organisations across the public and private sectors.

We have other address databases that add detail to PAF

Multiple Residence

A database of 185,000 postal addresses where the property has two or more individual dwellings that share a single letter box. The file contains details of 750,000 individual multiple residences.

Database is used to identify suitable delivery options and reduce risk of fraud.

Not Yet Built

Not Yet Built contains details of 485,000 properties that are in the planning or construction stage. We add 25k new records to this database every month. Once delivery point can receive mail, the record is transferred to PAF.

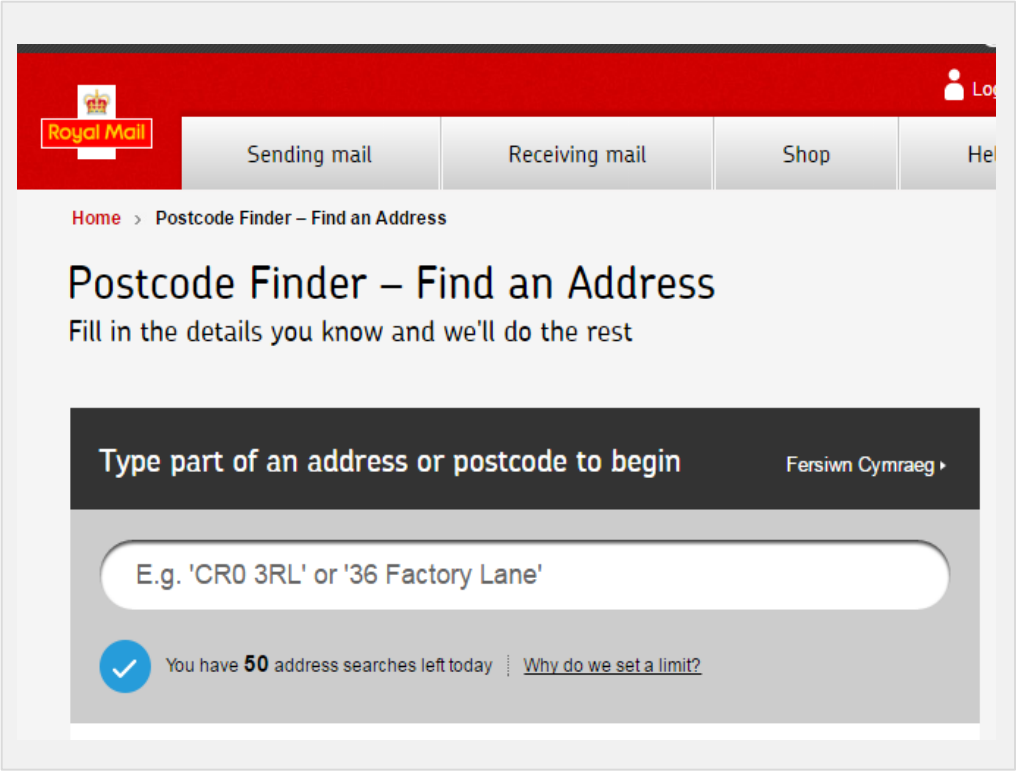
Using Not Yet Built enables organisations to accept orders from new owners before the property is occupied.

Alias

Some addresses use alternative details to those held in PAF, such as a property name rather than number or a county name, and this information is held in our Alias file.

Used in ecommerce websites & customer contact centres.

It’s easy for citizens to access address and Postcode information



- Citizens can access address and Postcode information via Royal Mail’s online Postcode Finder application.
- The application can be accessed on a desktop or via a mobile device.
- Users can lookup 50 addresses every day.
- There are approximately 5 million completed searches on Postcode Finder every month.

www.royalmail.com/find-a-postcode

It’s easy and affordable for businesses to access address and Postcode information too

Organisations wishing to use PAF have two options:

Search Solutions Providers

To find a ready made PAF solution.

Use the data yourself

To develop their own solutions.

- Developers can access sample data for free.
- Small, registered charities can access PAF for free.
- Micro-businesses can access Full PAF for free for 12 months whilst developing solutions.
- Licensed members of the Public Sector Licence can access PAF for free.
- Licensing PAF for commercial use is affordable for all. Licensing a single Postcode Area is £2* and the Full UK is £70*. Licensing transactions start at just £1.20**

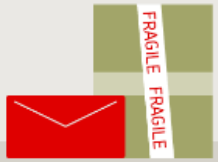
* Per User per annum. Price exclusive of VAT. ** For a block of 100 transactions. Prices exclusive of VAT.

The Postcode and address information held in our databases is used in a wide range of innovative ways

Making Online Transactions Easier

Verifying Customer Identities

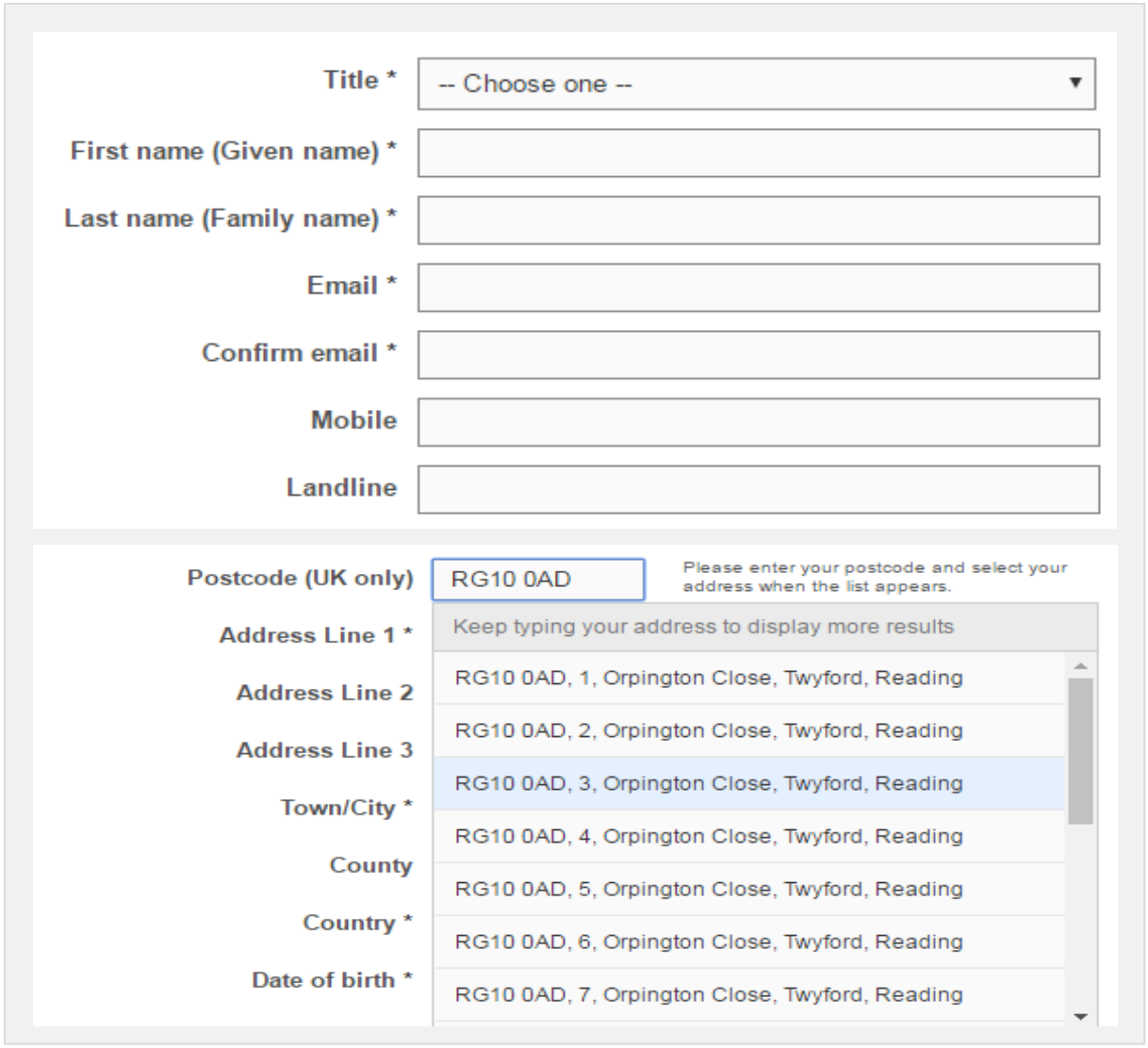
Delivering Mail Efficiently



Managing Databases Effectively

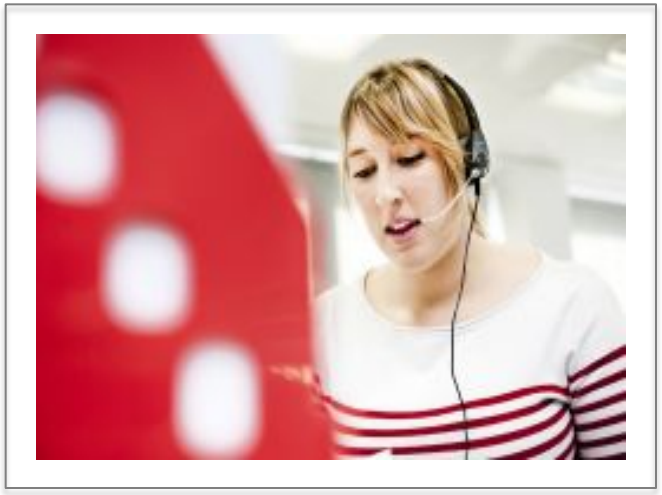
Identifying Addresses in a Specific Geographic Area

Example 1: Making online transactions quicker and easier



Example 2: Verifying customer address details over the phone

"May I take your Postcode and the first line of your address please?"



A customer contact centre.

PAF is used by close to 45,000 organisations in the UK

Address Management Unit supplies address data

Licensees can choose whether to access data daily, monthly, quarterly or just on an annual basis.

A small number of organisations access raw data directly from us.

Solutions Providers incorporate our address data into their solutions.

The vast majority of End Users access data in a ready made solution.

Public sector and private sector organisations that license the use of our data

End Users come in all shapes and sizes and from every sector within the UK economy, from finance to publishing and across utilities, retail, leisure and entertainment.

The value of PAF

"This study estimates that the direct economic value to UK from PAF® as being between £992m - £1.38bn per annum".

The findings in a study conducted by ESL & Network, Europe Economics and Data Advance, commissioned by the PAF Advisory Board.

September 2012.

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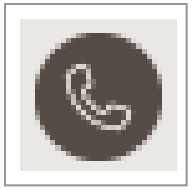
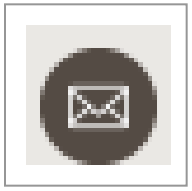


Call

Change your address	0845 606 6854 (option 1)
General enquiries	0845 606 6854 (option 3)

- Calls cost 5p per minute plus your telephone company's network access charge.



E-mail

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