

For immediate release

Thailand Post warns customers not to fall for fake audio clip and information about COVID-19 contaminated parcels

Regarding an audio clip being shared on social media to urge people to beware of COVID-19 contaminated letters and packages, Thailand Post (THP) warns customers not to believe everything they hear about that fake news. The disinformation gives advice that every newly delivered letter and package should be kept in a bag for at least 24 hours before opening or disinfecting before taking them into the house because there are people who get infected with COVID-19 through this.

THP confirms that such audio content is a fake alert and THP has never asked any of its staff to make the warning audio clip. However, THP has been aware of its own arrangement for cleaning and disinfection of all facilities and mail items and already set out its measures and practical guidelines to prevent the spread of COVID-19. In accordance with disease protection and control, it requires that THP staff always wear masks and frequently wash hands while at work. Every post office is sanitized with disinfectants for at least every 20 minute. An alcohol-based hand rub has been put into place where needed. To keep staff and others safe, at all service counters with every other service counter is closed; one-meter physical distancing signs are marked; and waiting seats are spaced one-meter apart. QR Code is also available to facilitate the Thai Chana Application. At every mail center, mail processing both domestic and international services including vehicles are thoroughly sanitized on a regular basis. To make sure everyone's safety, THP's delivery staff are required to take daily temperature screening before starting their mail delivery.

Please be advised that this kind of fake alert has been publicized repeatedly. THP confirms, again, that the content of this kind is absolutely not true.

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