

General Terms and Conditions (GTC)

“Yellow Identification”

Service

With the Yellow Identification service, customers can be identified at the post office via an official ID document with a photo. Swiss Post checks the identity document and produces a certified copy.

ID document check

Swiss Post carefully checks the ID document presented and confirms that it has seen the original document by stamping the copy with “Original document seen by”. Provided that there is no gross negligence on the part of Swiss Post, Swiss Post is not liable for any damage or loss resulting from the fact that deficiencies or forgeries are not recognized. Swiss Post has the right to reject ID documents presented.

List of official ID documents with a photo

The official ID documents with a photo accepted by Swiss Post for this service are restricted to the identification of natural persons. The list of identity documents accepted can be requested at [yellowidentification.ch](https://www.post.ch/yellowidentification.ch).

Proxies

Customers are required to appear in person at the post office counter to obtain the service. Proxies are not permitted.

Subsequent business relationship

Swiss Post expressly states that by obtaining a certified copy of an ID document, the customer is not entitled to establish a business relationship with a contractual partner. The decision as to whether the ID document used to identify the contractual partner is accepted and a business relationship is established lies solely with the relevant contractual partner. Swiss Post declines all liability for damage or loss resulting from incorrect identification of the customer.

Confidentiality and data protection

Swiss Post will not archive any copy of the service provided. Furthermore, Swiss Post undertakes not to misuse the ID documents presented to it for its own purposes or to communicate them to third parties.

Amendments to the GTC

Swiss Post reserves the right to amend the GTC at any time.

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