



Post-Hurricane Melissa Bulletin

November 4, 2025

Impact of Hurricane Melissa on Postal Operations

The Post and Telecommunications Department extends heartfelt concern to all members of staff, customers, and communities affected by the recent passage of Hurricane Melissa. The Department is deeply saddened by the hardship experienced, particularly in the parishes of St. Elizabeth, Westmoreland, St. James, Hanover, Trelawny and surrounding areas, where several of our employees and customers have been severely impacted.

In the aftermath of the hurricane, the safety and well-being of our valued staff and customers remain our top priority. The Department is currently undertaking information gathering to account for all team members. We are also assessing the condition of all postal locations and carrying out cleaning and sanitisation activities. However, this is challenging partly due to the disruption in the communication networks and electricity across the island as well as the lack of water and the impassable roadways in some areas.

Notwithstanding this, the Department is coordinating assistance for employees who were personally affected by the hurricane, to help them recover and restore normalcy to their homes and lives. Staff who have suffered loss or damage are encouraged to contact their Regional Managers or Supervisors to facilitate the Department's response efforts.

While the Department has experienced disruptions to postal operations in some locations due to flooding, power outages, blocked roadways, and damage to some facilities, postal service is currently available at post offices in most parish capitals and major towns. However, the lack of electricity, internet and water supply at various locations will adversely impact full service offerings and may in some instances result in untimely closures.

Additionally, our major corporate partners will be engaged to determine the best way forward for the Department to continue serving our valued customers in the areas that are most impacted.

We extend sincere appreciation to our dedicated postal workers who continue to serve their communities during this difficult period. The Department remains committed to restoring full operations islandwide as soon as conditions allow, and we ask for the public's patience and understanding as we work to resume normalcy.

Customers and staff are encouraged to stay tuned to official Department communication channels for further updates or to contact the Customer Service Centre at 876-224-4136, 876-224-4102 or email info@jamaicapost.gov.jm for information on service availability in their area.

Together, we will recover, rebuild, and continue to serve the people of Jamaica with resilience and dedication.

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