



Correspondence & Package Forwarding Instructions

- Include a 'correspondence tracking form' (see attached) with each mailing so we can clearly identify your case.
- All postage must be prepaid or included in your correspondence at the time you send it to the agency. You may either include a prepaid envelope (unaddressed) or a check for the amount of the postage. If we do not have enough postage from you your package will be held at our office until we receive the postage money from you.
- All correspondence should be unsealed. We open all correspondence and make copies. Keeping the mailings unsealed expedites the process.
- If you have special packaging you would like to use, please include it in your correspondence. When sending gifts please leave them unwrapped but include the paper you would like us to use to wrap the gifts.
- Plan ahead for all your mailings. If you are trying to get a gift to another person by a certain day please allow time for mailing to and from our office as well as processing time at our office.
- We use basic USPS, if you would like your package mailed Fed Ex you must let us know and pre-pay the associated fees.

Please send or drop off all mail and packages to:

Family STAR
Attn. correspondence
131 John Muir Dr.
Amherst, NY 14228