

CHANGE OF ADDRESS SERVICE (REDIRECTION)

IMPORTANT UPDATES		
LAST UPDATED DATE	DESCRIPTION	LOCATION
February 6, 2012	Permanent Change of Address fees apply for Deceased Individuals Estate.	section 5.1
October 21, 2011	Additional information has been added to "For Consumers" and "For Organizations" section of the <i>smartmoves</i> TM Program.	section 13.1 section 13.2
September 06, 2011	Changed the period of free redirection from 6 to 12 months for the Municipality-initiated changes.	section 8
	Changed the contact information for the National Change of Address (NCOA).	section 11

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1 WHAT IS CHANGE OF ADDRESS SERVICE (REDIRECTION)?

This is a service which permits Customers (individuals, families, businesses or schools) to have their mail redirected to either a new address or a temporary address upon completion of a *Change of Address Notification* form and payment of the appropriate fee. This service is accessible at canadapost.ca/move or at any post office.

A **permanent change of address** occurs when an individual or a family moves from one residence to another residence or when a business/organization moves from one location to another – with no intention of returning to the previous address.

A **temporary change of address** is initiated when the residential Customer or business/organization wishes to have mail redirected to an address at which they will be residing or operating on a temporary basis. Residents of Canada wintering outside of the country typically use this service.

The **School Service** is available to schools to help ensure that their mail is handled properly during various extended holiday periods. The School Service allows schools to combine a temporary redirection with the Hold Mail service.

NOTE: The term “Family” is to be used when all individuals are moving to the new address. Up to four family names can be identified on the same *Change of Address Notification* form. The term “Individual” is to be used only when some individuals at the old address are moving to the new address. The first name and family name of each individual moving to the new address (max. of four individual names) must be identified on the form.

2 PRICING INFORMATION

To obtain information on pricing, see [Canada Post Prices](#).

3 PAYMENT OPTIONS

3.1 Proofs of Payment

Table 1 lists the acceptable proofs of payment for the Change of Address Service (Redirection) only if payment is made in a non-automated office.

Table 1: Change of Address Service (Redirection) Proofs of Payment

COMMERCIAL CUSTOMER	CONSUMER CUSTOMER
<ul style="list-style-type: none"> meter impression 	<ul style="list-style-type: none"> postage stamp

3.2 Methods of Payment

Table 2 lists the acceptable methods of payment for the Change of Address Service (Redirection). Some restrictions or conditions may apply.

Table 2: Change of Address Service (Redirection) Methods of Payment

COMMERCIAL CUSTOMER	CONSUMER CUSTOMER
<ul style="list-style-type: none"> business cheque cash credit card (where available) debit card (where available) money order 	<ul style="list-style-type: none"> cash certified cheque credit card (where available) debit card (where available) money order

NOTE: A change of address submitted online must be paid by credit card.

4 DELIVERY STANDARDS AT A GLANCE

Delivery standards are estimates of how long it will take for the mail to be delivered. These delivery standards are not guaranteed.

The delivery standard equals the delivery standard of the postal service initially used, plus one day, plus the delivery standard from the old address to the new address.

5 CHANGE OF ADDRESS NOTIFICATION (COAN) FORM

When planning a move (permanent or temporary), a Customer should complete a *Change of Address Notification* form available at post offices and pay the appropriate fee. Current, valid, original, personal, government-issued Customer identification must be provided to purchase the Change of Address Service (Redirection). The Customer will receive confirmation of his request by mail at his old address.

The Customer can also purchase the Change of Address Service (Redirection) (with the exception of the School Service) at canadapost.ca/moveme.ca and will receive a confirmation by email. In certain situations, a change of address cannot be submitted electronically. For example:

- if the request is on behalf of a deceased person
- if the request is made by a guardian or trustee
- if there is a dispute regarding the receipt of mail
- if the request is from a school or a military installation.

A maximum of four (4) individuals, four (4) families, or two (2) businesses (or a combination of two (2) family names and two businesses) can use the *Change of Address Notification* form provided the original and forwarding address is the same. When a business and individual or family share the same form, the business price applies.

5.1 Deceased Person

When an executor, administrator or an appointed next of kin applies for a Change of Address Service of mail to a deceased person's estate, the Permanent Change of Address Service must be purchased.

The following legal documents are required:

- death certificate issued by the applicable government Vital Statistics office (for example, medical examiner's certificate, funeral director's certificate, cremation certificate, *Canada Post Statutory Declaration* [regarding proof of authority], other certificate of comparable authority [such as in the case of a death outside the country]) AND
- proof of appointment as the legal representative or a satisfactory indemnity, by providing one (1) of the following documents:
 - Grant of Letters Probate OR
 - Letters of Administration (with or without the Will attached) OR
 - certificate of appointment of the estate liquidator or certified statement of the liquidator (known as "État certifié des droits du Liquidateur" in the province of Québec) OR
 - *Canada Post Statutory Declaration* form AND
- acceptable personal photo identification showing current address.

NOTE: If the deceased person had a business located at the same address, the Business Price for Permanent Change of Address service would apply.

6 SERVICE FEATURES

The permanent service is available for a six or twelve month period for both Customers and businesses. The service can be renewed as many times as desired.

The minimum fee for temporary residential Customers is for a three month period. The minimum fee for temporary commercial Customers is for one month. However, the Change of Address Service (Redirection) can be requested for a shorter period of time. The service can be renewed, providing the renewal is requested three (3) days before the expiry date of the service. There are no limitations on the additional periods of renewal. The renewal fee will be based on the current service fee at the time of purchase.

If the original request was for less than three (3) months, and the Customer subsequently wishes to renew the service for any period of time, the renewal fee will be calculated based on the period in excess of three (3) months.

6.1 Expiry or Cancellation

When the Permanent Change of Address Service (Redirection) expires, mail addressed to the old address will be delivered as addressed. When the Temporary Change of Address Service (Redirection) expires, mail delivery to the old address resumes.

A Customer may amend the service by presenting the receipt at any post office. The appropriate fee must be paid for requests to redirect mail to an address which is different from the one indicated on the original *Change of Address Notification* form.

A Customer may cancel the service at any time by presenting the receipt at any post office. However, no refund will be granted once the change of address has commenced.

6.2 Mail Redirection Destinations

Mail can be (permanently or temporarily) redirected for Customers and businesses from any Canadian address to any other address in Canada, the U.S.A. and most international destinations (dutiable items excluded).

6.3 Restrictions

Change of Address requests cannot be accepted from Customers who receive mail through:

- an institution such as a business, hotel, motel, rooming house, nursing home, hospital or school
- a shared postal address (e.g., several businesses have a common postal address), privately administered mail boxes.

In cases of dissolved partnerships, marriages etc., if there is a dispute over who should receive the mail, a joint written agreement, signed by both parties, will be required.

Parcels (e.g., *Priority*TM Next A.M., *Xpresspost*TM, *Expedited Parcel*TM, *Regular Parcel*TM, *Xpresspost Certified*TM and *Library Books*TM) will be redirected, where possible, within Canada only. Customers expecting any parcel deliveries should advise the sender(s) of their new address.

6.4 Right of Refusal

Canada Post and its agents (including, but not limited to authorized dealers) shall not be responsible for any direct, indirect, general, special or consequential damages arising out of or in any way connected to the Agreement between the Customer and Canada Post regardless of whether such damages are based on contract or tort.

6.5 Helping Manage Your Mail

With the Customer's consent, Canada Post will share their change of address with Canada Post authorized organizations for the exclusive purpose of updating their Customer files.

If Customers do not want Canada Post to assist in notifying organizations of their new address, they should check the box **I do not wish to receive this service** on the *Change of Address Notification* form.

6.6 Privacy Act

The use of Customer information gathered by Canada Post is governed by the *Privacy Act*.

7 CHANGE OF ADDRESS ANNOUNCEMENT CARDS

Change of Address Announcement cards are available at post offices for Customers to use to notify their correspondents of their new (permanent) or temporary address. The announcement cards are free but they require the Lettermail rate of postage when addressed for delivery in Canada. For delivery outside Canada, the Letter-post price applies.

8 COURTESY CHANGE OF MAILING ADDRESS CARDS

Canada Post will provide a limited quantity of postage-paid courtesy cards to Customers who must change their address as a result of changes by the Municipality or operation changes at Canada Post. *Courtesy Change of Mailing Address* cards are available in all post offices.

For Municipality-initiated changes (i.e. street name change, street number change) and for Canada Post-initiated changes (i.e. conversion from rural route addressing to civic addressing), Canada Post will provide 12 months of free redirection.

9 ENQUIRIES

General enquiries concerning the Change of Address Service (Redirection) should be directed to Customer Service at canadapost.ca/contactus or by phone at 1.800.267.1177.

10 ADDRESSING

The *Change of Address Notification* form must include legible and complete addresses with the correct Postal Code. See [Addressing Guidelines](#) for more information.

11 NATIONAL CHANGE OF ADDRESS (NCOA)TM

The National Change of Address (NCOA) service provides small and large businesses with the most accurate and up-to-date mover information available in Canada. Each year, Canada Post captures electronically information regarding movers who have filed a *Change of Address Notification* (COAN). This information is made available to licensees of the National Change of Address service. Canada Post will not transmit information concerning those Customers who have indicated that they do not want the Corporation to provide their new address to organizations with which they already have a relationship.

The NCOA database can be accessed through Mail Service Providers, who offer address list updating to their Customers on a fee-for-service basis. Customers may also access the National Change of Address database by becoming an NCOA licensee.

For more information about National Change of Address or to become an NCOA licensee, contact Data and Targeting Solutions team by phone at 1.877.281.4137.

Customers may also visit Address Management's web page at canadapost.ca/cpo/mc/business/productservices/atoz/ncoa.jsf for more information.

12 SCHOOL SERVICE

The School Service allows schools to purchase the Hold Mail service or a temporary redirection service or to combine temporary redirection and the Hold Mail service for schools for periods when they are closed, for the duration of one year at a time. The annual fee depends on the service(s) selected and applies for the one-year period starting from the date the initial service was requested to start and covers up to 6 different time periods. Schools or School Boards are required to complete and submit the new *School – Temporary Redirection and/or Hold Mail* form to their local post office. The form will indicate the dates the school is open and closed, and if the mail should be held or redirected to a new address for each of the time periods. Appropriate identification and proof of authorization is required to act on behalf of the school.

NOTE 1: The School Service can be changed or cancelled by presenting the receipt copy at any post office.

2: Some conditions and exceptions apply.

13 SMARTMOVES™ PROGRAM

13.1 For Consumers

As part of the Change of Address (Redirection) Service, the consumer will receive a complementary magazine, *smartmoves - The Guide for Your New Home*. The magazine contains helpful move-in tips on decorating, renovating and occasional money saving offers. The magazine is received by all permanent moving households approximately two (2) - three (3) weeks after their move. In addition, consumers who continue to opt-in the *smartmoves* Program will also receive co-branded direct mail pieces with additional offers throughout the first 18 months of their move. Visit canadapost.ca/move for more detailed information on the *smartmoves* Program.

13.2 For Organizations

The *smartmoves* Program provides organizations with the ability to connect with moving Canadian Households through the Canada Post Redirection service. Organizations can advertise their products and services on the *smartmoves* web site. In addition, the *smartmoves* Program provides organizations with Print page advertising solutions throughout the magazine, *smartmoves - The Guide for Your New Home*. Organizations can choose to communicate their message to moving households in either English and/or French language versions of the magazine. The *smartmoves* magazine is a timely publication with relevant seasonal content. It is published three (3) times per year and is mailed weekly to an annual distribution of approximately 1 million moving households. Each moving household will receive only one publication of the magazine, approximately two (2) - three (3) weeks after their move. Organizations can also reach and target moving households using our National and/or Regional outsert distribution option. The organization would supply Canada Post with their outserts "brochures" which can be enclosed in our polybagged magazine edition. Within the first 18 months of a household move, organizations can choose *smartmoves* Direct to reconnect one-to-one with *smartmoves* recipients through a co-branded direct mail piece. Available only to advertisers participating in other aspects of the *smartmoves* Program, organizations can target movers up to the Postal Code level with the option of additional selects including: geographic, demographic, psychographic and recency of move. Visit canadapost.ca/move for more detailed information on the *smartmoves* Program.