

CUSTOMER SERVICE

IMPORTANT UPDATES		
LAST UPDATED DATE	DESCRIPTION	LOCATION
January 16, 2012	Changed addresses to contact Canada Post by mail.	section 6.3

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1 FREQUENTLY ASKED CUSTOMER QUESTIONS

1.1 Redirection

Q. Can I renew, cancel or amend my mail redirection request while being outside of Canada?

A. If your original redirection request was submitted at a post office, you may ask a friend or family member to complete a *Change of Address Notification* form on your behalf. To do so, proof of authority to act on behalf of another person and acceptable personal identification are required (see [section 4 of Policies](#)). The form may be completed at any post office in Canada. The renewal notification should be completed approximately three (3) days before your *Change of Address Notification* expires, so that the administrative tasks involved in renewing the service may be completed prior to the expiry date.

Q. Can I renew, cancel or amend my mail redirection service request online?

A. If your original redirection request was submitted online, you can make changes online. Once complete, confirmation of the change will be emailed to you. To renew an active redirection service online, you must submit the renewal request no later than three (3) days before the service is set to expire. This can also be done while outside of Canada.

1.2 Employment Opportunities

Q. How can I apply for a job at Canada Post?

A. Visit canadapost.ca/jobs for a list of Job opportunities available at Canada Post.

1.3 Rural Postal Codes

Q. Why can't I find a Postal Code for Rural or PO box addresses when using the Find a Postal Code tool at canadapost.ca on the Canada Post website?

A. Try using the **Rural Route or Post Office Box Address** search option on the Find a Postal Code tool. If you still cannot find the Postal Code you are looking for, it may be that you are searching for a civic address while there exists a different mailing address such as a rural route number.

1.4 Damaged Parcels

Q. A parcel that I sent containing a birthday gift was completely destroyed. It was packaged properly so I would like to be compensated.

A. If you have purchased insurance on this item when you mailed it (or used a traceable product where insurance is included), you may make an enquiry or open a claim by visiting the following web page: canadapost.ca/contactus or by contacting Canada Post Customer Service at 1.800.267.1177. The addressee must keep the item along with the wrapping as the Claims department may require proof of the damage.

1.5 International Mail

Q. I am waiting for a parcel that was mailed from another country. It should have arrived by now and I am wondering where it is?

A. You should ensure that the sender used your valid and complete mailing address. If so, the sender should contact his/her local post office to open an enquiry, as the originating postal administration is responsible for tracing mail items.

Q. I just received an item from another country and the contents are broken. How can I make a claim?

A. If the damaged item is Registered, insured or a Regular Parcel, the Canadian addressee or the sender in the country of origin can file a claim. However, the addressee must be able to provide Canada Post with all of the necessary details to initiate an international enquiry with the postal administration of origin (i.e. sender/addressee name and address of the sender/addressee, service used, insurance amount, date of mailing, item number, description of contents, value of contents). However, if the damaged item is an international EMS or an inbound item from the U.S.A., the enquiry must be initiated by the sender in the U.S.A. This is in compliance with bilateral agreements signed between Canada Post and the foreign postal administrations/USPS concerning the claim process for these products.

Q. I know that an item is being sent to me from another country and I would like to know how long it will take to arrive?

A. Canada Post cannot confirm the exact delivery standard for a parcel mailed to Canada from another country. Many foreign postal administrations have a website where you can obtain information.

Q. I bought an item through an online auction and it is being sent to me from country X. Can you tell me how much it will cost to ship a 5 kg box (for example) from country X to Canada so that I can verify the shipping cost?

A. Canada Post cannot provide prices for mail items originating from other countries. Many foreign postal administrations have a website where you can obtain information.

1.6 Customs

Q. I purchased an item on an online auction service from a seller in the U.S.A. and it hasn't arrived yet. I'm worried that it might not have cleared Customs. Can you give me a list of items that are prohibited from entering Canada?

A. Questions regarding import restrictions for mail items entering Canada should be directed to the Canada Border Services Agency at 1.800.461.9999. Customers can also visit the CBSA website at cbsa.gc.ca for additional information.

2 DAMAGED MAIL OR MISSING CONTENTS

When a Customer wishes to make an enquiry about damaged mail or missing contents, the Customer should:

- keep all wrappings, packaging materials, invoices or mailing receipts if available, and the damaged item, and
- call Canada Post Customer Service at 1.800.267.1177 and provide details of the damage or loss, including all postal service identification numbers (such as Registered Mail or Xpresspost number).

NOTE: For an item delivered outside of Canada, advise the addressee that their Postal Administration must complete a *CN24 Report* (detailing the damage).

2.1 Claims

INFORMATION REQUESTED	WEBSITE
Terms and Conditions	canadapost.ca/generalterms
File a claim	canadapost.ca/contactus

NOTE: Canada Post's Claims unit may contact the Customer for additional information or request that the documentation and packaging be provided for evaluation.

3 DEFACED AND OPENED MAIL

Canada Post employees are not authorized to open mail or read the content of postcards with the exception of staff at the Undeliverable Mail Offices.

Canada Customs can inspect mail items entering Canada from other countries. Upon inspection of the item, a Canada Customs Inspected stamp will be affixed to the item. When an item is defaced or open, Canada Post staff will stamp or otherwise mark the item to indicate that it was open or slightly damaged when received. This stamp or notation should not be mistaken for evidence that the item was deliberately opened. In order to request an enquiry, the Customer should retain the envelope or wrapping and call Customer Service at 1.800.267.1177.

4 MAIL DELIVERY

Customers should contact Customer Service at 1.800.267.1177 for questions and concerns about delivery service such as:

- delivery policy (time of delivery)
- delivery standards
- delivery to wrong address
- no delivery attempt for items requiring personal contact
- no service some days
- not receiving mail at new address
- receiving previous resident's mail
- to the door delivery versus community mailbox
- two or more parties sharing an address.

The Customer should provide details on times, dates, type of item, type of service used, etc., so that Customer Service can notify the local delivery unit.

5 ADDRESSED ADMAIL

To stop receiving Addressed Admail delivered by Canada Post (advertising mail), a Customer can do one of the following:

- contact the senders and request that they remove his or her name from their mailing list
- contact the Canadian Marketing Association so that it may notify its members to remove his or her name from their mailing lists.

DO NOT CONTACT SERVICE
CANADIAN MARKETING ASSOCIATION
1 CONCORDE GATE SUITE 607
DON MILLS ON M3C 3N6

website: the-cma.org

The Canadian Marketing Association will automatically transmit the request to the U.S.A. Direct Mailing Association for action.

6 HOW TO CONTACT CANADA POST

6.1 Canada Post on the Web

Visit canadapost.ca to find us on the Web.

6.2 Canada Post by Telephone

Customer calls are answered and automatically queued for response. While there may be a brief wait for a representative to reply, all calls should be answered during regular business hours, between 8 a.m. and 6 p.m. local time.

Table 1: Telephone Services and Phone Numbers

SERVICE	CONTACT NUMBER
General Enquiries	1.800.267.1177
General Enquiries for Customers calling from outside Canada	1.416.979.8822
<i>Priority</i> TM Next A.M., Xpresspost, Expedited Parcel, Regular Parcel, <i>Priority</i> TM Worldwide	1.888.550.6333
Hearing Impaired	1.800.267.2797

6.3 Canada Post by Mail

To contact Canada Post by mail, write to one of the following addresses:

- Eastern Region
(QC, NB, NL, NS, PE)

CANADA POST
Attn: Customer Service
35 HUGHES ST
FREDERICTON NB E3A 2W0
- Central and Western Region
(ON, MB, SK, AB, BC, YT, NT, NU)

CANADA POST
Attn: Customer Service
400 ST MARY AVE 7TH FLOOR
WINNIPEG, MB R3C 4K5

7 OFFICE OF THE OMBUDSMAN

The Ombudsman is the final appeal authority in the complaint resolution process at Canada Post. Customers must first contact Customer Service at 1.800.267.1177 or 1.416.979.8822 outside Canada, to ensure that Canada Post has every opportunity to resolve their complaints. If Customers are not satisfied with the solutions proposed by Canada Post, they may appeal to the Ombudsman. The services offered by the Office of the Ombudsman are free of charge to all Canada Post Customers.

OFFICE OF THE OMBUDSMAN AT CANADA POST
PO BOX 90026
OTTAWA ON K1V 1J8

Tel.: 1.800.204.4198

Fax: 1.800.204.4193

website: canadapost.ca/cpo/mc/aboutus/ombudsman/default.jsf