

MONEY ORDERS

IMPORTANT UPDATES		
LAST UPDATED DATE	DESCRIPTION	LOCATION
June 20, 2011	Improvements made to the Money Order enquiry process.	Throughout the document.

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1 WHAT IS IT?

A Money Order is a prepaid negotiable document purchased at a post office for the transmission of funds between a payer and a payee for which a stop payment can only be placed in certain situations (including loss, error or theft).

Canada Post Money Orders (direct service) are available to cash in Canada and select destinations. Depending on the destination, Customers receive a copy of the Money Order.

The *Money Order* form consists of:

- a negotiable document with all other proof of purchase and claims or enquiry information printed on the Point-of-Sale (POS) receipt
- added security features which include: a barcode serial number, polarized ink and a security code which is printed at the time of issue by the POS system and is used to verify the validity when a new Money Order is cashed.

NOTE 1: Canadian Money Orders of issuance in CAN currency are peach in colour and contain serial numbers beginning with "1".

2: Canadian Money Orders of issuance in US currency are pale green in colour with serial numbers beginning with "0".

2 PURCHASING A MONEY ORDER

Canada Post Money Orders are available in Canadian or US currency:

	CANADIAN	US
Maximum Amount	\$999.99CDN	\$999.99US

Customers may buy additional Money Orders when the desired amount exceeds the maximum amount permitted for each Money Order. A separate fee applies to each Money Order.

Customers purchasing a Money Order are required to provide the **Sender** and **Pay To type** and **Sender** and **Pay To names** at the time of purchase.

A valid piece of government-issued photo ID is required for all Money Orders of \$3,000CDN or more (including fees and exchange, if applicable).

When purchasing Canadian or US currency Money Orders the Customer must pay the applicable fees in Canadian currency. Canada Post will purchase US currency from Customers using the Canada Post exchange rate (buying rate).

A fee is charged to the Customer for each Canada Post Money Order issued in addition to the face amount of each Money Order purchased.

The only acceptable methods of payment for a Money Order are cash or debit card (where available).

2.1 Direct Service

The Direct Service enables a Customer to purchase a postal Money Order and send it directly to the payee in Canada or certain foreign destinations (designated by fee codes 0 and 1) where the Money Order is cashed at its face value in the issued currency. The Customer can either mail it to the destination or deliver it himself.

NOTE 1: If the total amount of the Customer transaction (including fees and exchange, if applicable) is \$3,000CAN or more (regardless of method of payment) or if multiple transactions in cash are performed by or on behalf of the same individual in a 24 hour period total \$10,000CAN or more, post offices must record specific information and complete a *Financial Transaction Report*. If the transaction seems suspicious, a *Suspicious/Attempted Suspicious Transaction Report* must be completed. Post offices may refer to the *Targeting Money Laundering and Terrorist Financing at your post office* training binder issued in September 2009.

2: A Customer may purchase a Money Order for \$US and pay with \$CAN or purchase a Money Order for \$US and pay with US currency but they will have to pay the Canada Post selling rate for the face value of the Money Order and will receive the Canada Post buying rate for their US funds. The service fee is charged in Canadian currency.

3 CASHING A MONEY ORDER

A Money Order issued in Canada may be cashed at any post office in Canada without charge. A Money Order payable to a business or other organization may only be cashed at their financial institution.

Money Orders may be cashed by either the payer (sender) or by the payee (identified in the **Pay To** section of the Money Order).

Customers may be required to provide acceptable identification in relation to Money Order transactions including enquiries.

MONEY ORDER SERVICES
CANADA POST
2701 RIVERSIDE DR STN 25
OTTAWA ON K1A 0B1

NOTE: Money Orders are subject to various requirements, including federal legislation such as the *Proceeds of Crime (Money Laundering) and Terrorist Financing Act (PCMLTFA)* and associated Regulations. Visit fintrac.gc.ca for more information.

4 ENQUIRIES

A Customer wishing to determine the status of their Money Order(s) when the payee claims it was not received or the sender claims to have misplaced or lost the Money Order will need to call the Money Order Verification Service (MOVS) at 1.800.563.0444.

For all valid refunds, the monitoring period is 20 days from the purchase day of the original Canadian Currency Money Order and 30 days from the purchase of the original US currency Money Order.

5 PRICING INFORMATION

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