
POLICIES

IMPORTANT UPDATES		
LAST UPDATED DATE	DESCRIPTION	LOCATION
January 16, 2012	No changes for January 2012.	

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1 CUSTOMER PRODUCT REFUNDS POLICY

Customers may obtain a refund for product returns with a value of \$0.01 up to a maximum of \$1,000, including taxes, at any post office.

The Customer must have an original receipt issued within the last 30 calendar days by a post office when returning an item.

The following three (3) types of products are available for refund:

- postage values
- philatelic products
- retail products.

2 REPRODUCING POSTAGE STAMPS

Subject to certain restrictions summarized below, images of clearly defaced stamps may be reproduced in order to:

- illustrate news items in newspapers, magazines, catalogues, etc.
- be used on the stationery of stamp clubs and societies, but not on envelopes or other types of containers, wrappers or articles.

Reproduction for any other reason must be approved in writing by the following authority:

DIRECTOR STAMP PRODUCTS
CANADA POST
2701 RIVERSIDE DR SUITE N1070
OTTAWA ON K1A 0B1

All stamp reproductions must be at least twice as large as or half the size of the original. The reproduction must be clearly defaced. The defacing line must be in the plate or die from which the reproduction is made.

3 MARKINGS

Customers may use the “Delivered by” logo on items delivered by Canada Post with the prior written consent of the Director, Marketing and Brand or her/his designate. They can be contacted at info.brand@canadapost.ca. Visit canadapost.ca/logo for available artwork.

Customers with a Standing Offer Agreement may use Canada Post postal indicia on items delivered by Canada Post without prior authorization. Visit canadapost.ca/indicia for the requirements, artwork and the specifications.

Any use by the Customer must then be only in strict accordance with the consent granted. Any unauthorized use is an offence under the *Canada Post Corporation Act and Regulations* as well as being an infringement of Canada Post's trade-marks and official marks.

Note that an item will be considered non-mailable matter if, on the outside, it is marked or labelled with any of the following that were not provided or authorized by Canada Post:

- any design likely to be mistaken for a postage stamp, meter impression, service label or any other mark suggesting that postage has been paid
- any label or endorsement implying that it will be given special handling, delivered faster or be provided with any service that has not been purchased by the Customer. (However, Customers may include labels on items that are directed to the addressee as an instruction that is clearly related only to the enclosure and would not otherwise result in the item being non-mailable matter. Examples of acceptable wording include “URGENT”, “RUSH” and “IMPORTANT COMMUNICATION ENCLOSED”), and
- any facsimile of any label, endorsement or marking used by Canada Post that might cause confusion so as to affect its handling, e.g., confusion as to the service the Customer has paid for.

It is the Customer's obligation to obtain approval for any proposed endorsement or other markings from Canada Post prior to printing.

NOTE: In no event may third parties use or replicate the tagline “From anywhere... to anyone™”. This tagline is Canada Post's corporate tagline and is reserved for the exclusive use of Canada Post. No third parties will be granted permission to use or replicate this tagline or permitted to create a “spin-off” of this tagline.

4 IDENTIFICATION REQUIREMENTS

Canada Post reserves the right to refuse any request for products or services if the identification requirements are not met.

4.1 Why Identification is Required

To help prevent identity theft and other improper uses of products and services, identification is required to ensure mail and other services are properly provided and to permit follow up if further investigation is required for law enforcement and other legal purposes.

Identification is required in various situations including when Customers are:

- picking up mail at the counter
- applying for Redirection or Hold Mail services, a postal box or general delivery services
- paying by cheque or cashing money orders
- recipients of alcohol
- purchasing large amounts of money orders in one transaction or a series of transactions in a 24-hour span

- purchasing money transfer service
- picking up Community Mailbox keys.

Canada Post is subject to the *Privacy Act* and therefore, the collection, use, disclosure, retention, and disposal of personal information by Canada Post and its agents are completed in compliance with the *Privacy Act*.

4.2 Acceptable Personal Identification

The identification must:

- include a photo
- be government issued
- be original, not a copy of the document
- indicate a unique identifier number
- be valid (current). In other words, an expired driver's licence would not be acceptable.

NOTE 1: The one (1) piece of personal identification must include a photo. If the photo identification does not contain the applicable address (such as in the case of a passport), proof of residency must be provided.

2: Some types of personal identification are not acceptable because of certain legislative provincial or federal restrictions.

3: For some services, Customers will be required to provide a second piece of identification to prove residency. For example Customers picking up keys for a Community Mail Box for a new home may be asked to provide proof of residency displaying name and address to support proof of residency (address) such as a residential lease, residential mortgage statement or agreement. Proof of residency is also required when requesting a replacement for lost keys such as a recent tax assessment, a credit card statement, a municipal tax notice or a utility bill (see Table 2).

Table 1: Acceptable Forms of Photo Identification

- | | |
|-------------------------------------|---|
| • Canadian Citizenship card | • Firearm Acquisition / Firearm Possession card |
| • Canadian Forces Identity card | • Health card (where not prohibited) |
| • Canadian/Foreign Passport | • Liquor Identification card / Age of Majority card |
| • Certificate of Indian Status Card | • Permanent Resident card |
| • Driver's licence | • Provincial / Territorial Identification card |

NOTE: Customers who do not have the required government issued photo identification may provide two (2) documents from the acceptable proof of residence documentation list (see Table 2) **AND** one of the following non-photo identification documents:

- birth certificate
- baptismal certificate
- health card (no photo, where permitted)
- any other acceptable identification listed which does not have a photo.

Table 2: Acceptable Proof of Residency Documents (address)

- | | |
|--|---|
| • A Delivery Notice Card completed by a Canada Post delivery employee indicating the name and address, is acceptable for picking up that item only | • Government Cheque or Government Cheque Stub with elector name and address |
| • Major credit card statement along with the related valid credit card | • Statement of Employment Insurance Benefits Paid (T4E) |
| • Bank Statement | • Canada Pension Plan Statement of Contributions / Québec Pension Plan Statement of Participation |
| • School, College or University Report Card or Transcript | • Statement of Old Age Security (T4A) or Statement of Canada Pension Plan Benefits (T4AP) |
| • Residential Lease, Residential Mortgage Statement or Agreement | |

- Insurance Policy
- Vehicle Ownership or Insurance document
- Municipal tax notice
- Recent utility bill (residential telephone, cable TV, public utilities commission, hydro, gas or water)
- Canada Child Tax Benefit statement
- Income tax assessment - most recent.
- Statement of Benefits from Provincial Workplace Safety or Insurance Board
- Statement of Direct Deposit for Provincial Works or Provincial Disability Support Program
- Attestation of Residence issued by the responsible authorities (shelters, soup kitchens, student/senior residence, long-term care facilities, Aboriginal reserves, work camps).

NOTE: Must be original and include name and applicable address of individual.

4.3 Third-party Authorization - Proof of Authority to Act

When acting on behalf of another individual, business or organization, the personal identification presented must indicate the same address as that person or organization. If it does not, the following additional proof of such authority is also required.

In addition to showing acceptable personal identification, the individual must have, as applicable:

- the Delivery Notice Card signed by the addressee indicating the name of the individual authorized to pick up the item (for individuals only; not applicable to mail addressed to a business/organization)

OR

- a *Letter of Authorization* (available at the post office) which clearly gives the representative specific authority to pick up mail or apply for services on behalf of the addressee. The individual presenting the *Letter of Authorization* to the post office (does not need to be the individual granting authority) must have their government-issued photo identification verified and their signature witnessed at the counter by the postal clerk

OR

- legal documentation demonstrating that the individual is authorized to act on someone's behalf. For example in cases such as the following, additional proof to act is required:
 - Children under Age of Majority (see details in [Mail Addressed to Children](#))
 - Acting on Behalf of a Business or Organization. The individual will need proof of authority to represent (see details in [Acting on Behalf of a Business or Organization](#))
 - Deceased Person (see details in [Deceased Person](#))
 - Office of the Public Trustee or Power of Attorney (e.g. proof of appointment)
 - Bankruptcy/Winding Up/Receivership.

NOTE: Items shipped with the Proof of Identity service option will only be delivered to the intended recipient (addressee). Proof of Identity items will not, under any circumstances, be delivered to another person acting on behalf of the addressee. *Letters of Authorization*, or other legal documents are not permitted.

4.3.1 ACTING ON BEHALF OF A BUSINESS OR ORGANIZATION

Only an authorized agent may act on behalf of a business or organization. Canada Post must establish the link between the person conducting the transaction, and the business or organization on whose behalf they wish to act.

In addition to one piece of personal government-issued photo identification, an individual acting on behalf of a business will need:

- a *Letter of Authorization* demonstrating his/her authority to act on behalf of the business or organization. The *Letter of Authorization* must indicate the printed name and signature of the grantor of authority, as well as a list of the printed name(s) and signature(s) of all those authorized to act on behalf of the business or organization. The identification and signature of the individual submitting the *Letter of Authorization* will be verified by the Canada Post employee or Retail postal clerk.

4.3.2 MAIL ADDRESSED TO CHILDREN

The parent or legal guardian living at the same address as the address on the item can pick up mail and otherwise act on behalf of children under the age of majority. Proof of residency is required.

If the child is receiving care and custody from a person other than a parent or legal guardian that does not live at the same address as the address on the item, in addition to showing acceptable personal identification, the person must present one of the following:

- a registry record that establishes an adoption or legal guardianship
- a court order that authorizes an adoption or a legal guardianship
- a foster parent identification card that includes the child's name.

Table 3: Age of Majority by Province or Territory

AGE OF MAJORITY – 18	AGE OF MAJORITY – 19
Alberta	British Columbia
Manitoba	New Brunswick
Ontario	Newfoundland and Labrador
Québec	Nova Scotia
Prince Edward Island	Nunavut
Saskatchewan	Northwest Territories
	Yukon

4.3.3 DECEASED PERSON

If the individual is acting on behalf of a deceased person, in addition to personal identification, the individual will need **one of the following documents:**

- a death certificate (issued by the applicable government Vital Statistics office)
- a Medical Examiner's certificate
- a Funeral Director's certificate
- a Cremation certificate
- another certificate by a comparable authority (e.g., death outside the country).

AND one of the following documents:

- Proof of appointment as the legal representative by providing documents such as one of the following:
 - › Grant of Letters probate
 - › Letters of administration (with or without Will attached)
 - › Certificate of Appointment of the estate liquidator or Certified statement of the liquidator (État certifié des droits du Liquidateur, Québec), or
 - › *Canada Post Statutory Declaration* form (40-076-696) regarding Proof of Authority.