

## IMPORTANT INFORMATION FOR RESIDENTS DISPLACED IN OTTAWA AND GATINEAU

All residents displaced by the tornados in the Ottawa-Gatineau communities of Dunrobin, Arlington Woods and Mont-Bleu are eligible for the services below.

### **ALL DISPLACED RESIDENTS ARE ASKED TO REGISTER FOR THE FREE MAIL FORWARDING SERVICE:**

Mail Forwarding is an important service not just for ongoing mail and parcels, but it also provides a vital link with government and relief agencies going forward. **If you receive regular cheques through the mail, it's important for you to register.**

By registering, Canada Post will be able to ship mail and parcels to a different address selected by the customer, as well as reprocess and ship existing mail and parcels. This can be done on a short-term basis or for longer periods, even if the address is temporary.

1. For impacted residents with a credit card and government-issued ID bearing an eligible postal code:
  - **Go online at [canadapost.ca/mailforward](https://canadapost.ca/mailforward).** Note that you will have to provide a credit card payment in order to authenticate the transaction but you will be refunded in 5-10 business days. We apologize for this inconvenience, but to make this available quickly, we have had to take this approach.
  - **Go to any post office** in Ontario or Quebec. You will not be required to show a credit card, just your government-issued photo ID. Retail employees will help you with the process, which is free of charge.
2. For impacted residents with a government-issued ID bearing an eligible postal code, but no credit card:
  - **Go to any post office** in Ontario or Quebec. Retail employees will help you with the process, which is free of charge.

If any affected resident requires urgent access to critical items, such as medications or passports, please call 1 800 267-1177. If residents are looking for a secure place to send any future items they purchase online, they can also sign up for the FlexDelivery service for free, which will allow them to send all future online purchases to a post office of their choosing.