

# Hold Mail

Hold Mail service keeps your mail safe by storing it in a secure Canada Post location when you're away from home or business. Purchase the service at your post office or at [canadapost.ca/hold](http://canadapost.ca/hold).

## SERVICE DETAILS

**1** Hold mail at this address for (select one option):

All residents (By selecting this option, all mail to your address, regardless of name, will be held. This option can only be used if no resident needs to receive mail at the address.)

Some residents

Business

Business and some residents

**Service period:**

**Start date**  
(Allow advance notice of three business days)

Year    Month    Day

**End date**  
(Mail delivery resumes the next business day)

Year    Month    Day

## ADDRESS

**2**

Street no.    Street name    Unit/Apt no.    OR    PO box no.    OR    RR no. (rural only)

City/Municipality    Province    Postal code

## MAIL RECIPIENTS

**3** Mail recipient names are not required when you select ALL RESIDENTS.

1. Last name or business name    First name

2. Last name or business name    First name

3. Last name    First name

4. Last name    First name

## AUTHORIZED REQUEST OR DETAILS

**4** I am authorized to hold mail at the address indicated in section 2 or to subscribe to Hold Mail on behalf of those named in section 3. I confirm that this Hold Mail service will not prevent mail delivery to other residents entitled to receive mail at this address. I understand that it is a criminal offense to purchase Hold Mail service on behalf of other individuals without their prior consent. I understand that the information I provide will be used to hold mail upon payment of the applicable price.

Customer last name    Customer first name    Daytime telephone no.

By providing your email address, you will benefit from the following:

- receive an e-receipt and service related communications from Canada Post
- have access to the online self-serve tool to extend or make changes to your service.

Your email address is not disclosed to other organizations.

Email address

## SERVICE DELIVERY LIMITATIONS

- Canada Post cannot hold mail addressed to individuals who receive mail through an institution, such as a business, hotel, motel, rooming house, nursing home, hospital or school, a shared postal address (when the same address is used by more than two businesses), or privately administered mailboxes.
- Parcels (e.g., Priority™, Xpresspost™, Xpresspost™ Certified, Expedited Parcel™ and Regular Parcel™) and prepaid envelopes, may be delivered during the Hold Mail period. If you expect such deliveries, advise senders to delay shipping until your return.
- The "all residents" service option is not available for customers receiving mail through a rural route address (i.e., an address that contains the R.R. indicator, followed by a number).

## TERMS AND CONDITIONS (to be accepted with your electronic signature)<sup>1</sup>

- 1. Proof of identity:** Appropriate identification is collected to prevent identity theft and other improper use of this service, as well as to permit follow-up investigation if required for law enforcement and other legal purposes. Canada Post is subject to the Privacy Act and takes appropriate steps to protect your personal information.
- 2. Rates:** The minimum residential rate is based on a 10-weekday period, while the business rate is based on five-weekday period (weekdays include statutory holidays). However, Hold Mail can be purchased for a shorter period. When holding mail addressed to individuals, the residential rate applies. The business rate applies when a business name is included. Visit your post office or [canadapost.ca/hold](http://canadapost.ca/hold) for information on current rates.
- 3. Mail recipients:** Residential requests can include a maximum of **four** individual names. Business requests can include a maximum of **two** business names and **two** individual names. Applicable proof of authority to act on behalf of another may be required.
 

**All residents: This option can only be used if no resident at the address needs to receive mail during the hold mail period. Canada Post reserves the right to change the service option to "Some residents" or cancel the service should mail delivery be impeded for other mail recipients at the address.**
- 4. Changes and cancellation:** You can extend, modify<sup>2</sup> or cancel the service, at any time during its duration:
  - at [canadapost.ca/signin](http://canadapost.ca/signin) (when you provide an email address at time of purchase)
  - at a post office by presenting the original receipt, appropriate identification (e.g., government-issued photo ID) and if applicable, proof of authorization. No refunds are provided once the service has started. On the next business day following the expiry or cancellation date, Canada Post will deliver the mail held for your address. Canada Post reserves the right to not hold mail and to end the service at anytime.
- 5. Mail pickup during Hold Mail period:** During the Hold Mail period, mail pickup is not available at any Canada Post location. To resume mail delivery to your address before the Hold Mail service expires, you must cancel the service.
- 6. No liability:** Canada Post and its agents (including, but not limited to authorized dealers) will not be responsible for any direct, indirect, general, special or consequential damages arising out of or in any way connected to this agreement regardless of whether such damages are based on contract or tort.
- 7. Privacy:** Visit [canadapost.ca/privacy](http://canadapost.ca/privacy) for more information on personal information protection. To discontinue Hold Mail related communications, visit [canadapost.ca/holdmail-optout](http://canadapost.ca/holdmail-optout).

1. Canada Post reserves the right to change the terms and conditions of the service at any time.  
2. The address cannot be changed after the service has started.

™ Trademark of Canada Post Corporation.