

Mail Forwarding

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1. Overview

Mail Forwarding service ensures that mail is delivered to a new or temporary address anywhere in Canada or the world when a business or residential customer moves.

For additional information, please visit [Forward" mail when you move or relocate | Personal | Canada Post \(canadapost-postescanada.ca\)](#).

You can buy the service online or at a post office.



Please note:

You can only buy Mail Forwarding service if your original address is in Canada.

2. Types and service fees

2.1 Types of Mail Forwarding service

There are two Mail Forwarding service types that are available:

Mail Forwarding for moves

Use Mail Forwarding for moves if you're:

- Not returning to your original address
- A homeowner, renter, or business moving or changing post office boxes
- Managing an estate or receiving mail for a deceased person

Mail delivery resumes to the original address upon service expiry. It's your responsibility to notify correspondents of the new mailing address.

Please note: When you buy Mail Forwarding for moves (residential) you'll get personalized information about your new neighbourhood as well as valuable coupons and offers.

Mail Forwarding for temporary relocation

Use Mail Forwarding for temporary relocation if you're:

- A snowbird going south for the winter
- Relocating during:
 - Renovations
 - A temporary job
 - An extended vacation
- Managing mail on behalf of someone else

You can also use Mail Forwarding for temporary relocation for any other reason when you're still associated with the current address.

2.2 Mail Forwarding service fee types

There are two Mail Forwarding service fee types:

Residential fees apply to one or more people, such as a family, using an address as a place of residence only.

Business fees apply to an enterprise of any sort, whether for profit or not, as distinguished from one or more people, such as a family using an address as a place of residence only.

Examples of enterprises include (but are not limited to):

- Commercial
- Industrial
- Professional
- Social
- Artistic
- Altruistic

3. Pricing

3.1 Pricing

When forwarding mail addressed to people, residential prices apply. Business prices apply when you include a business name. To get information on pricing, see our [price guide](#).

Please note: Extra fees may apply for businesses we identify as receiving high volumes of mail. Contact customer service for more information at 1-800-267-1177.

3.2 How to pay

We accept several different methods of payment for the Mail Forwarding service.

Acceptable methods of payment

Residential customer

- Business cheque or certified cheque (conditions apply)
- Cash
- Credit card (where available)
- Debit card (where available)
- Money order

Business customer

- Business cheque or certified cheque
- Cash
- Credit card (where available)
- Debit card (where available)
- Money order



Please note:

If you buy the Mail Forwarding service online, you must pay by credit card or bill to your account.

3.3 How to prove you paid

We accept several different methods for proof of payment.

Acceptable proofs of payment

We accept several different types of proof of payment depending where you purchased your Mail Forwarding service:

If you purchased your service online, we accept:

- Email confirmation
- Printed online transaction receipt

If you purchased your service at an automated post office, we accept:

- Customer receipt
- Service summary

If you purchased your service at a non-automated post office, we accept:

- Postage stamps
- Meter impressions

4. Delivery standards

Delivery standards are estimates of how long it will take for the mail to be delivered. These delivery standards aren't guaranteed.

To calculate the delivery standard for forwarded mail:

1. Add the delivery standard of the postal service first used and the delivery standard from the old address to the new address
2. Add one day to that total

5. Purchasing Mail Forwarding

5.1 Purchasing Mail Forwarding overview

You can buy Mail Forwarding service [online](#) or at any post office.

Whether you buy Mail Forwarding online or at the post office, you'll need a government-issued photo identification and proof of authorization if you're ordering on behalf of another person or business/organization.

Please note: When buying the service online, we confirm your identity through an authentication process using your credit card information. If we can't confirm your identity, you still have the option to buy the service online. We'll verify your identity at a post office by using government-issued photo identification.

To buy Mail Forwarding online

1. Sign-in to your Canada Post account or sign-up
2. Enter your address and identification information
3. Choose the length of service
4. Pay with your credit card
5. Visit the post office with your barcode (if required)

What to do with a barcode

If you order online and your identity can't be verified, you must visit your nearest post office to finalize your Mail Forwarding order.

Here's what to do:

1. ***Keep your barcode***

Print your barcode or keep it ready to show on your device.

2. ***Visit your nearest post office to finalize your order***

Show your identity and barcode at the counter.

Please note:

- You need a Canada Post account to buy Mail Forwarding service.
- Your Mail Forwarding service can start as early as five business days after purchase if you're a residential or enterprise commercial customer. The service can start 10 business days after purchase if you're a small business customer.

To buy Mail Forwarding at a post office

1. Fill out an order form
2. Visit your nearest post office
3. Show your identification
4. Pay



Please note:

Your Mail Forwarding service can start as early as 3 business days after purchase for both personal and business needs.

Related documents

[Find the nearest post office](#)

5.2 Purchasing Mail Forwarding for someone else

Purchasing Mail Forwarding for someone else

You can buy Mail Forwarding service on behalf of another person (including a deceased person) or business/organization, either online or at your nearest [post office](#).

Buying online

To buy Mail Forwarding online on behalf of another person or a business/organization:

1. Specify whose mail you'd like to have forwarded and complete the online form.
2. Print a barcode and pay online.
3. Take the barcode to a post office to show your government-issued photo ID and a legal document demonstrating your authority to act on behalf of the other party.

Buying at a post office

To buy Mail Forwarding at a post office on behalf of another person or a business/organization:

1. Come in to a post office and complete a form. To save time, you can print and complete the [Mail Forwarding form](#) before you come in.
2. Provide your personal government-issued photo ID along with a legal document demonstrating your authority to act on behalf of the other party.

5.3 What to bring to the post office

What you need to bring to the post office to make your Mail Forwarding purchase depends on who you're buying the service for.

If you're buying for another person or business, bring:

- Your government-issued photo ID
- The barcode from your online purchase (if applicable)
- A Letter of Authorization or legal document demonstrating your authority to act on behalf of the person or business (for example, power of attorney)

If you're buying for a deceased person, bring:

- Your government-issued photo ID
- The barcode from your online purchase (if applicable)
- One of the following certificates:
 - Death (issued by the applicable government Vital Statistics office)
 - Medical examiner's
 - Funeral director's
 - Cremation
 - Another certificate by a comparable authority (such as in the case of a death outside the country)
- Proof of appointment¹ as the legal representative, such as one of the following documents:
 - Grant of letter probate
 - Letters of administration (with or without will attached)
 - Certificate of appointment of the estate liquidator or certified statement of the liquidator (known as "État certifié des droits du Liquidateur" in the province of Québec)
 - Canada Post Statutory Declaration form

¹ You don't need a proof of appointment if the death certificate names the requester as an executor or legal representative.

6. Changing your Mail Forwarding service

If you provided your email address at the time of purchase, you can change your Mail Forwarding service request by accessing our [online self-serve tool](#).

To do so, you'll need the:

- Reference number from the confirmation email we sent when you placed your order
- Postal code of the original address
- Email address on the order

At any time, you can change:

- All contact details including:
 - Email address
 - Telephone number
 - Language of correspondence
- Mail Recipient information (except if the service was purchased on someone else's behalf)

Before the service start date, you can change:

- The start and end date (if the new end date doesn't affect the price)
- New address information

After service start date, you can change:

- The end date
- New address information for an extra fee (we only make this one-time option available online)

If you bought your service at the post office and didn't provide your email address information, you must go to your nearest post office with personal government-issued photo ID to make changes to your service.

7. Features

A feature is something that we provide as part of the basic service.

In this section

- Service duration
- Mail recipients
- Acceptable ID
- Forwarded items
- Special offers

- Self-serve portal
 - Mover Data service
 - Changes and cancellation
 - Forwarding mail from a postal box
 - Consumers' Choice
 - Destination address
 - Restrictions
 - No liability
 - Privacy Act
-

Service duration

We offer the Mail Forwarding for moves service for periods of:

12 months (recommended)

The 12-month service option offers greater value and ensures movers won't miss annual or infrequent mailings, such as:

- Tax documents
- Car license sticker renewals
- Financial statements
- Membership or club renewals

4 months

The 4-month service option is an economical option that offers short-term protection against mail being delivered to the old address, which you can extend, if necessary.

Before the service expires, you'll have the option to extend for another 4 or 12 months.

We offer the "Mail Forwarding for temporary relocation" service for any duration, up to 12 months for a single service. While we base the minimum price for Mail Forwarding for temporary residential service on a three-month period, we base the minimum price for temporary business service on a period of one month. You can extend the service before the expiry date for as long as needed. If the original service you bought was for less than three months and you wish to renew the service for any period, we'll calculate the price of the extension based on the period greater than three months.

Mail recipients

All mail recipients must share the same original and forwarding addresses.

Residential

If you bought the service online:

You can include up to eight individual names. We include the first four individual names in the base fee. You may buy up to four more names for a nominal fee.

If you bought the service at a post office:

You can include up to four individual names. You may add up to four other names (beyond the first four) online, for a nominal fee.

Business

If you bought the service online:

You can include up to two business names and six individual names. We include the two business names and the first two individual names in the base fee. You may include up to four more names for a nominal fee.

If you bought the service at a post office:

You can include up to two business names and two individual names. You may add up to four individual names (beyond the first two) online for a nominal fee.



Please note:

Higher fees will apply for businesses identified as receiving high volumes of mail (large volume receivers). Contact customer service for more information at 1-800-267-1177.

Acceptable ID

.We need appropriate ID to prevent identity theft and other improper use of the service. You must present a government-issued photo ID to buy the service.

Examples of acceptable government-issued photo ID:

- Driver's license (Canadian or foreign)
- Passport (Canadian or foreign)

- Permanent resident card

Additional ID requirements

We need a legal document proving the authority to act on behalf of a third party if you're acting on behalf of:

- A business or organization
or
- Another person (living at a different address than the requestor's)

Additional ID requirements for a deceased person

In some provinces, the name or names of the legal representative of a deceased person appears on the death certificate. If this is the case, the death certificate would be the only document needed to serve as proof of appointment.

To forward mail on behalf of a deceased person, an executor, administrator, or an appointed next of kin must provide one of the following documents:

- Death certificate (issued by the applicable government Vital Statistics office)
- A medical examiner's certificate
- A funeral director's certificate
- A cremation certificate or other certificate of comparable authority (such as in the case of a death outside the country)

and

- Proof of appointment ¹ as the legal representative or a satisfactory indemnity, by providing one of the following documents:
 - Grant of Letters Probate
or
 - Letters of Administration (with or without the Will attached)
or
 - Certificate of Appointment of the estate liquidator or certified statement of the liquidator (known as "État certifié des droits du Liquidateur" in the province of Québec)
or
 - Canada Post Statutory Declaration form (40-076-696) regarding Proof of Authority

¹ In the event the death certificate names the requester as an executor, or legal representative, a proof of appointment isn't required.

Forwarded items

If a valid Mail Forwarding service is in place, all mail will be redirected to the forwarding address indicated on the request.

Mail not forwarded as part of this service includes:

- Neighbourhood Mail™
- Dimensional Personalized Mail™
- Lettermail™ items bearing a “DO NOT FORWARD” endorsement
- Personalized Mail™ bearing the name of the addressee followed by the words “OR OCCUPANT” or similar
- Postal Code Targeting
- Parcels including:
 - Priority™
 - Xpresspost™
 - Xpresspost Certified™
 - Expedited Parcel™
 - Regular Parcel™
- Prepaid envelopes
- Registered Mail™ to forwarding addresses outside of Canada

You must tell senders your new address should you expect any such deliveries.

Special offers

As part of the Mail Forwarding service, we may send you special offers with relevant products and services on our behalf or on behalf of other organizations. We don't disclose your personal information to these organizations.

Please note: To opt-out of special offers, visit our [Mail Forwarding opt out page](#).

Self-serve portal

When you provide an email address at the time of purchase, you have access to a convenient online portal where you can sign-in to extend or make changes to your service.

Mover Data service

When you buy Mail Forwarding for moves service, with your permission, we'll share your updated address information with companies who have an existing relationship with you and who subscribe to our National Change of Address (NCOA™) Mover Data service.

Please note: To opt-out of Mover Data service, contact customer service at 1-800-267-1177.

Changes and cancellation

You can extend, modify ¹, or cancel the Mail Forwarding service [online](#) (when you provide an email address at the time of purchase) or at any post office by presenting the original receipt.

We don't give a refund when you cancel the service after the start date.

You can't change the original and destination addresses after the service has started. You must buy a new service to forward mail to an address different from the one indicated on the original request. We reserve the right to not forward mail and end the service at any time.

¹ Some exceptions apply. For example, original and destination addresses after the start date.

Forwarding mail from a postal box

The Mail Forwarding for moves service applies if the agreement to use a box has expired. The service maximum duration is 12 months.

The Mail Forwarding for temporary relocation service applies when you're still the owner of the box.

Consumers' Choice

If you wish to continue being part of the Consumers' Choice program at your new address, place a "DO NOT WISH TO RECEIVE CANADA POST NEIGHBOURHOOD MAIL" note either:

- In your mailbox
- On your mailbox
- On the inside lip of your community mailbox, group mailbox, or postal box

Destination address

You can forward mail from any Canadian address to any other address, in Canada, the U.S., or most international destinations (dutiable items excluded).

Restrictions

We can't forward mail addressed to customers who receive it through a shared postal address.

This includes:

- People receiving mail through an institution such as a:
 - Business
 - Hotel
 - Motel
 - Rooming house
 - Nursing home
 - Hospital
 - School
 - FlexDelivery address
 - Automated Parcel Locker
- Businesses with a common postal address
- Mail received through privately administered mailboxes

If you're expecting parcel deliveries, you must tell the sender of your new address, even when you have the Mail Forwarding service in place. For more details, please read the [Mail Forwarding terms and conditions](#).

In cases of dissolved partnerships, marriages, and so on:

When we receive conflicting instructions about a specific address or customer (for example, in the instance of a dissolved marriage, business, or cohabitation), we need a court order or a signed, written agreement bearing the signature of all the involved parties. The agreement or court order must specify delivery instructions for personally addressed items and for jointly addressed items.

No liability

Canada Post and our agents (including, but not limited to authorized dealers) won't be responsible for any direct, indirect, general, special, or consequential damages arising out of or in any way connected to the Agreement between you and Canada Post regardless of whether such damages are based on contract or tort.

Privacy Act

The **Privacy Act** governs the use of the customer information we gather. Visit our [Privacy centre](#) for details on personal information protection.

You have a right to:

- Access all the personal information that we collect to deliver the Mail Forwarding service
- Ask that we correct any inaccurate or missing information

Please note: Canada Post may provide personal information to third party identification services, including telecommunications providers, to confirm your identity and protect you from fraud and identity theft. You provide consent for such third-party services to verify your personal information with records they may have about you.

8. Extending your Mail Forwarding service

To avoid service interruption, you must extend your Mail Forwarding service before it expires. You can extend your service in two ways:

Online

1. Sign in or sign up by providing the:

- Reference number found in the confirmation email we sent when you placed your order
- Postal code of the original address
- Email address on the order

2. Choose a duration

3. Pay

Visit our [Mail Forwarding service change page](#)

At the post office

Bring your:

- Service reference number found on your:
 - Receipt

- Expiry notice card or letter
- Original email confirmation
- Government-issued photo ID so you can verify your identity

Please note: You will need to provide the postal code of the original or new address.

If you can't find your reference number, please be ready to provide the following information along with your government-issued photo ID:

- Your last name
- Your current or new address postal code
- Your daytime telephone number

9. Change of address announcement cards

There are two types of announcement cards:

Complimentary move announcement cards

We offer complimentary move announcement cards at post offices to notify correspondents of a new address. You must apply the applicable postage.

Notice of new address

We offer notice of new address cards for municipality-initiated and for Canada Post-initiated changes.

These changes include:

- Street name change
- Street number change
- Conversion from rural route addressing to civic addressing

We'll give 12 months of free Mail Forwarding service and a limited quantity of postage-paid courtesy cards - Notice of New Address (33-086-450). You can get these cards at the post office.

10. Addressing guidelines

We need a complete and valid address and postal code information as part of this service. See our [Addressing guidelines](#) for more information.