

# Hold Mail and Mail Forwarding for business customers

We are proud to provide essential services to Canadians and businesses across the country. Keeping our employees and the communities we serve safe while we do this important work is our priority.

During the COVID-19 pandemic, we know that businesses of all sizes have had to significantly change the way they operate. Mail remains important to their work, and we're looking at ways to continue supporting them.

For essential businesses that are open as usual, mail delivery service continues. Those businesses do not need to take any extra steps to continue receiving their mail.

## **For some organizations, it's not business as usual. For instance:**

- businesses that have had to **temporarily relocate or close**;
- businesses that remain open but have had to **reduce hours**; therefore, they are not open when Canada Post delivers their mail;
- facilities that are working with **restricted access** to their premises.

Since the end of March, Canada Post has been holding mail addressed to businesses facing those circumstances. That mail is secure at our facilities and we will deliver it as quickly as we can when those businesses are able to receive it.

Businesses that have been receiving mail but would like Canada Post to start holding their mail can sign up for the service at [canadapost.ca/holdmail](https://canadapost.ca/holdmail). The fee will be refunded. Any Hold Mail services purchased online since late March will also be refunded.

Canada Post is also offering free Mail Forwarding service. Businesses can sign up for it at [canadapost.ca/mailforwarding](https://canadapost.ca/mailforwarding).

Canadian businesses are working harder than ever. We're honoured to help ensure business critical items reach them.

**Customers who have questions or concerns can contact Canada Post Customer Service at 1-877-683-5895.**

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## What is Hold Mail?

The Hold Mail service temporarily stops mail delivery at a given address. Mail is safely stored at a Canada Post facility until the customer is able to receive it. Hold Mail fees have been refunded since late March and the service remains free until further notice. Mail held as part of a Hold Mail request will be delivered upon expiry or cancellation of the service. The Hold Mail service applies to mail items but we will try to accommodate parcels to the extent that we can, given the limited space in some of our facilities.

### A note about Hold Mail

Given the huge volume of mail and the challenge of locating individual items, it will not be possible for us to search for and deliver individual items for customers. However, customers who face hardship or other exceptional circumstances should call our customer care team at 1-877-683-5895.

## What is Mail Forwarding?

Mail Forwarding directs mail to a new address. For businesses operating from a new or temporary location, this service means mail delivery continues uninterrupted. Mail Forwarding is available free to businesses that sign up online at [canadapost.ca/mailforwarding](https://canadapost.ca/mailforwarding). Any mail that was held as part of a Hold Mail service will also be forwarded to the new address, provided the Hold Mail service expires after the start date of the Mail Forwarding service. Due to high volumes, that delivery may take longer than usual. Like Hold Mail, Mail Forwarding applies only to mail but we will do our best to deliver parcels to a business' forwarding address.

We're moving mail as quickly and safely as possible. Both these services are manual, hands-on processes so delivery may be slower than usual. We're working hard to process items currently held in our network and we thank all customers for their patience and understanding.