



Upcoming Smartmail Marketing and commercial mail price changes

Effective March 23, 2026, we will be increasing prices for some of our Smartmail Marketing™ and commercial mail services to better align with the rising costs of doing business. Please be assured that the weighted average increase is consistent with the increases implemented over the past couple of years.

The annual rate change for Smartmail Marketing and commercial mail services typically becomes effective in early January. However, over the past 18 months, we know you've had to deal with prolonged labour uncertainty and service disruptions as well as our significant SAP system update and stabilization. We understand the impact this has had on your business. This year, to help manage further impacts, we've moved the date to the end of Q1.

We acknowledge that your business is planning how to invest your marketing budgets and that any rate changes mean additional costs and considerations. It's why we always work to ensure price increases are fair and reasonable.

The price increases will affect the following products and services:

Smartmail Marketing	Commercial mail
<ul style="list-style-type: none">• Neighbourhood Mail™• Personalized Mail™• Postal Code Targeting	<ul style="list-style-type: none">• Publications Mail™• Business Reply Mail™ (domestic and international)

Changes to options and surcharges

Starting March 23, 2026, we're introducing a new surcharge structure for both per-order and per-item fees that standardizes and simplifies how surcharges are applied to items that are outside of the specifications. This will provide a clear, fair and improved approach to reflect costs and help compliance.

On March 23, we will resume charging the Specified Delivery Start Date fee for Neighbourhood Mail.



Other product changes

Effective March 23, 2026, we are making the following product changes. Full details on changes to our Smartmail Marketing™ and commercial mail services are available at canadapost.ca/notice.

- **Publications Mail:** Special handling progressive weight step is changing from 200 g to 190 g.
- **Postal Code Targeting:** All Postal Code Targeting mailings will be required to adhere to the Personalized Mail content definition.
- **Machineable Mail:** The machineability testing procedures are being updated to make the process simpler, faster and more efficient.
- **Neighbourhood Mail encased in plastic:** The updated date by which we will no longer be accepting Neighbourhood Mail pieces encased in plastic is June 2026.

We value your business and remain committed to providing the consistent, reliable service that your business needs and your customers expect.