Hold Mail

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1. Overview

Hold Mail temporarily stops mail delivery at your home or business address when you're not there to receive it. The service gives you peace of mind, knowing that your mail is safely stored at a Canada Post facility and not left unattended in your mailbox.

We'll deliver your mail the next business day after your return.

This service doesn't apply to parcels. You should ask parcel senders to delay shipping until your return.

2. Eligibility

You're eligible for Hold Mail service if your residential or business address is in Canada.

3. Getting started

You must buy Hold Mail service at least 3 business days before you want us to hold your mail.

You'll need a government-issued photo ID and proof of authorization if you're ordering on behalf of another person.

If you provide an email address, we'll send you confirmation including service details and a reference number. You can use the reference number to extend or make changes to your service.

To buy online

1. Enter your address and ID information.
2. Choose the hold start and end dates.
3. Pay with your credit card.

To buy at a post office:

1. Fill out an order form at home to save time at the post office.

2. Visit your nearest post office.
3. Show your ID and form.
4. Pay.



Please note:

- If your personal ID doesn't have a matching address, you're required to provide additional ID or documentation.
- If you're holding mail for someone else – or someone else's business – you must show a legal document demonstrating your authority to act on behalf of the other party.

4. ID requirements

You always need to show personal identification to purchase the Hold Mail service.

Acceptable ID

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

Examples of acceptable government-issued photo ID:

- Driver's license (Canadian or foreign)
- Passport (Canadian or foreign)
- Permanent resident card

Holding mail for a business/organization or another person (living at a different address)

You must provide a legal document demonstrating the authority to act on behalf of a third party.

5. Pricing

Buy Hold Mail to suspend mail delivery service to your residential or businesses address while you are away.

Residential

You can include up to four names at the same location in the base fee with the option to include up to four more names for an extra fee. However, you can't include a business name in your residential request (it's only for individuals). Service typically begins three business days after you place your order.

To get information on pricing, see our price guide.

Business

Buy business Hold Mail when you're away from your business location. Businesses can include up to two business names and up to two individual names at the same location in the base fee with the option to include up to four more individual names for an extra fee (online only).

To get information on pricing, see our price guide.



Please note:

- You can request Hold Mail service for a shorter period or renew the service indefinitely, but your renewal request must be before the expiry date of the service.
- We include statutory holidays as "weekdays".
- We base the renewal fee on the current service fee at the time of renewal.
- You must buy a second service if there are more than eight mail recipients.

6. How to pay

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

If you're a residential customer

- Cash
- Business or certified cheque [1]
- Credit card [2]
- Debit card[2]
- Money order

If you're a business customer

- Cash
- Business or certified cheque
- Credit card [2]
- Debit card [2]
- Money order

1
Conditions apply

2
Where available



Please note:
If you buy the Hold Mail service online, you must pay by credit card or bill to your account.

7. How to prove you paid

We accept several different methods for proof of payment.

Online

- Email confirmation
- Printed online transaction receipt

Automated post office

- Customer receipt
- Service summary

Non-automated post office

- Postage stamps
- Meter impressions

8. Changing or cancelling Hold Mail

You can extend, change, or cancel Hold Mail service at any time.

Online (if you provided an email address at time of purchase)

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 a post office

You'll need:

- The 8-digit reference number found on your original receipt
- Appropriate ID (see ID requirements)
- Proof of authorization, if applicable

Please note:

- Extending the service costs more
- We don't provide refunds when you cancel the service after the start date
- We'll deliver the mail held for your address on the business day after the expiry or cancellation date
- We'll leave a delivery notice card if there's too much held mail for us to deliver, and you must pick up the mail at the post office
- We reserve the right to not hold mail and end the service at any time

9. Restrictions

Hold Mail service isn't available for people receiving mail through a shared delivery location such as a:

- Business
- Hospital
- Hotel/motel
- Rooming house
- Nursing home
- School or similar institution
- Dormitory
- Location where several businesses share the same address
- FlexDelivery address
- Automated Parcel Locker

Hold Mail service also isn't available for mail received through a privately administrated mailbox company.

Other Hold Mail restrictions

- You can only use the "all residents" option if no resident at the address needs to receive mail during the hold mail period.
- The "all residents" option isn't available for customers receiving mail through a rural

route address (an address containing the R.R. indicator, followed by a number).

- We use the “some residents” option to hold mail for specific people. You must provide the first and last name of each person.
- 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.
- We reserve the right to change the service option to “some residents” or cancel the service should you impede mail delivery for other mail recipients at the address.
- You can't change the Hold Mail address after the service has started.

10. Returning early

During the Hold Mail period, mail pickup isn’t available at any Canada Post location. To resume mail delivery to your address before the Hold Mail service expires, you must cancel the service.

We’ll deliver your held mail to you the next business day, and normal mail delivery will resume. If there’s too much held mail for us to deliver, we’ll leave a delivery notice card and you must pick up the mail at the post office.

11. Mail still delivered after Hold Mail activation

If mail is still being delivered after we activate your Hold Mail service, check your Hold Mail request to see if:

- The start date has passed

  or

- The names listed match the names on your mail and that you list all names or businesses

You can update the names in your request online if you provided an email address when you made your request. Otherwise, you must do so at a post office and show valid ID.

If these reasons don't explain why you're still receiving mail, you can fill out a service ticket [1].

[1] You may notice the service ticket is called "Mail Forwarding," but it also works for Hold Mail