

MODIFICATION TO DELIVERY STANDARDS EFFECTIVE SEPTEMBER 21, 2020

This overview is a notice of the changes which affect the services you or an authorized user of your Agreement with Canada Post use.

We are adjusting our delivery standards to better reflect the current situation and manage expectations.

Modification to delivery standards

As of **September 21, 2020**, we are adding one day to our standard delivery dates. As well, our on-time guarantee remains suspended.

While we remain committed to providing timely and reliable service, given the unpredictability of the COVID-19 situation, delivery standards remain subject to change.

- Visit canadapost.ca/servicealerts for the latest updates on the status of our network.
- Visit canadapost.ca/business/tools/ds to determine how long it will take to deliver your package in Canada.
- Visit canadapost.ca/track for the latest status of your item.

Please share this information with the appropriate representative within your organization.