



# ADVISORY

## FOR CLIENTS WHO CHOOSE TO USE CANADA POST'S REGIONAL EXPRESS ENVELOPES TO DELIVER THEIR PASSPORTS/SPAs/DOCUMENTS

15 January 2020

The Philippine Consulate General (PCG) in Calgary wishes to inform the public that the PCG has observed that a number of mailed passports have not been delivered to their destinations for various reasons by Canada Post. Due to failed deliveries of these pieces of mail (which contain passports/legalized documents), clients were not able to receive their parcels.

Further, in order to claim the undelivered "Return to Sender" mail, clients will be required to proceed personally to the Canada Post Office at Banker's Hall in Calgary, Alberta, within 15 calendar days in order to pick up the mail for a pre-determined fee (normally 15.25 CAD), in accordance to Canada Post's policies or else the mail will be disposed by Canada Post.

**If Canada Post is unable to deliver your mailed passports/SPAs/documents to you, you will have to personally pick up your mail within 15 calendar days at the Canada Post Office at Banker's Hall in Calgary, Alberta.**

In view of the above, the PCG strongly advises our clients who use the services of Canada Post to ensure that their correct addresses are legibly and clearly written on their mailing envelopes to avoid failed deliveries, and for clients to use a "signature sticker" so they may trace who received the mail for them.

For the public's information.

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\*The Philippine Consulate General notes that there are several mail service providers in Canada. The PCG does not officially endorse the services of any specific mailing service\*