



## National Change of Address ▪NCOA▪

Whenever a Canadian Resident moves and fills out a change of address form with Canada Post, they are added to the National Change of Address database. This database lists their old address and their new address. Processing your job through NCOA will allow you to update your customer lists with their new address.

When a job is processed through NCOA it will return one of three possibilities:

1. A matched record: The name was matched and a new address is returned.
2. A Nixie record: The name was matched to a resident who moved but did not provide a new address. These records should be removed from the list.
3. No match: This resident has not moved or did not inform Canada Post of their new address.

### Rates and Requirements:

- o Rate: \$0.02 per address
- o Requirements: \$150.00 minimum

### Acceptable file formats:

- o Database (.dbf)
- o Text (.txt)
- o Comma-Delimited (.csv) \* must be in (.csv) format if file contains diacritics
- o Excel (.xls)

### Clarification:

- o 1 transaction = 1 address processed through NCOA
- o Addresses not eligible for NCOA processing (uncorrectable addresses, certain rural addresses) are not counted against your transactions

**Send files to:** [emi@exmessenger.com](mailto:emi@exmessenger.com)

**Contact:** Travis Rootes (651)634-0441 ext:108 or Toll Free: (800)-628-4868

**Turn around time:** 24-48 hours