

## 2.0 Forwarding

### 2.1 Change-of-Address Order

#### 2.1.1 Normal Time Limit

Records of permanent change-of-address orders are kept by city delivery Post Offices for 18 months, for forwarding and for address correction purposes, from the end of the month when the change takes effect. A record of change-of-address orders from general delivery to a permanent local address without time limit is kept 6 months. A record of change-of-address orders to other than a permanent local address is kept 30 days.

#### 2.1.2 Time Limit Extension

When a customer notifies the Post Office of a permanent change in mailing address or USPS changes a customer's mailing address, the postmaster may extend the forwarding period for 1 additional year if mail is regularly received addressed to the old address. To qualify for this extension, the customer must show that a financial hardship will ensue if extended forwarding is not granted. The customer must also show that reasonable effort is being made to notify correspondents of the new address.

*Mailing Standards of the United States Postal Service,*  
§§2.1.1-2.1.2.