

Dealer Relations

Preparing for a potential Canada Post strike

Last November, the Canadian Union of Postal Workers (CUPW) went on strike against Canada Post, resulting in a disruption of postal services. As you may recall, the national strike was paused at the end of 2024 for an inquiry commission to take place.

Now, a [labour disruption could happen again](#) as early as May 22, 2025.

We've been making preparations to minimize the impact on you and your business, and we'd like to offer the following recommendations to you and your teams to help avoid processing delays or service interruptions.

Place trades electronically or by fax

We encourage you to submit all trades electronically wherever possible, to ensure timely processing.

You can also submit requests to processing@mackenzieinvestments.com, provided you've registered for a secure email connection with Mackenzie, or you can fax documents to 1-866-766-6623.

Go electronic for client RRIF payments, withdrawals and other settlements

Set up electronic fund transfers (EFT) for any clients expecting a cheque in the mail such as a RRIF payment, systemic withdrawal, cash distribution payment or redemption. Simply use the NFU function in Fundserv or fax instructions to 1-866-766-6623 to deliver funds by EFT. If faxing a request, be sure to include client banking information, preferably in the form of a void cheque.

For settlement documents and proceeds that must be received by a specific date, we recommend that you send them by ICS or courier.

Send funds to Mackenzie electronically

In the event of a strike, we recommend submitting all funds electronically. For non-N\$M dealers, please use one of the following options:

- use current functionality that allows for EFT settlement of purchases
- use AddPAC functionality to set-up a one-time PAC or EFT purchase on Fundserv

Any cheques that are submitted to us through Canada Post but delayed by a postal interruption will be processed once received.

Obtain Fund Facts, prospectuses, forms and other marketing materials online

The [Mackenzie Investments website](#) offers quick and easy access to electronic versions of Fund Facts, prospectuses, amendments, applications, forms, investor guides and other marketing materials.

Get trade confirms via Mackenzie AdvisorAccess or InvestorAccess

Trade confirms are available on Mackenzie's secure websites. Advisors who've registered for online access can download trade confirms, see detailed holdings and find other helpful resources to help their clients with their investment decisions.

We're committed to keeping you informed

We're closely monitoring the situation as it evolves, and we'll provide you with updates as needed.

Questions?

If you have questions or need additional information, please contact your Dealer Relations Account Manager directly or send an email to drelations@mackenzieinvestments.com.

Thank you for your continued support of Mackenzie Investments.

The Dealer Relations Team

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