

National Change of Address

Save time and money while increasing customer satisfaction

Did you know that every year, an expected 40 million people file a change of address with the United States Postal Service® (USPS), and more than 1.7 million individuals and businesses move each year within Canada? To help you keep up with these changes, Experian Data Quality provides National Change of Address (NCOA) services that match each name and address in your database to the change-of-address reference files from both the USPS and Canada Post.

Benefits of NCOA services



Save money: Send mail to the right addresses the first time. Decrease the amount of wasted postage, materials, and returned mail fees associated with incorrect addresses. You also become eligible for mailing discounts from postal authorities.



Save time: Increase efficiency by reducing errors that require manual rework and customer follow up. Avoid reworking incorrect addresses and avoid unnecessary customer complaints or delayed shipments.



Increase customer satisfaction: Communicate effectively with prospects and customers by maintaining accurate information and ensuring mail is deliverable.

How it works

Taking advantage of our NCOA service is easy. Our service works through a simple step-by-step process:

- Your data is reformatted to conform to USPS and Canada Post standards, appending ZIP+4® for U.S. records and identifying a complete Canadian Post Code for Canadian records.
- Each name and address is matched against relevant postal files. Our service checks against the 48-month USPS NCOA file and the 72-month Canada Post Change of Address file.
- If a match is made against the relevant postal reference file, the match type and updated current address is returned when available.
- An updated file is returned to you in its original format along with a detailed breakdown of the results.

Additional features

Suppression data processing: Each name and address is checked against the Social Security Administration's Death Master File to identify deceased individuals dating back to 1999 and the Direct Marketing Association's (DMA) Mail Preference Service to identify individuals who have indicated they do not wish to receive unsolicited mail, as well as identifying addresses that are known prisons or businesses.

Apartment append: Optionally, our apartment append service can also be used to identify missing secondary information or update incorrect delivery details, helping to reduce the Undeliverable as Addressed (UAA) records in your mailing list.

Our National Change of Address solution will help you stay in touch with your customers, even after they move.

[Learn more](#)