

## CAPSA Guideline No. 9 Searching for Un-locatable Members of a Pension Plan

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### Steps to Consider after an Unsuccessful Search

#### *Federal*

To assist with searches, the Canada Revenue Agency (CRA) ~~provides~~may provide a letter forwarding service at a cost, to help in locating individuals. The requestor should consider CRA ~~provides this service at a cost~~services only as a last resort, and only when all other efforts to locate an individual have been exhausted, including those through private sector organizations.

The CRA ~~reviews~~will review the written request, along with ~~the~~any material ~~that the administrator wishes to send. They also be sent, and will~~ have final authority with regard to the wording of any letter sent on behalf of the requesting organization. The CRA may forward letters provided they are free of any unwelcome intrusion of privacy and they demonstrate some benefit to the recipient. The CRA will not provide the requestor with any results of letter-forwarding activities or any individual information.