

Hurricane-Related Residential Mail Service Disruptions

Customers impacted by Hurricanes Helene and Milton can visit the “[Service Alerts](#)” page for more information. The “[Residential Service Disruptions](#)” alerts page has up to date information about Post Offices and other facilities impacted by the hurricanes, including identification of the alternate USPS mail facility servicing the impacted communities.

In the aftermath of these hurricanes, the Postal Service will attempt to deliver mail. If mail cannot be delivered (e.g., a delivery point is on an inaccessible route), mail will be held at the customer’s local post office or alternative designated Postal Service facility and can be picked up in person.

Unless other steps are taken by the customer, mail will be held for 10 days and then returned to sender. A customer can submit a [Hold Mail](#) request for mail to be held for up to 30 days or can submit a [Change of Address](#) request to have mail sent to a different location. Both requests can be submitted online or in person.

Acceptable forms of identification for picking up mail, submitting a Hold Mail request, or a Change of Address Request include:

- U.S. Government ID:
 - U.S. government-issued U.S. Access card, including a USAccess card or Personal Identity Verification (PIV) card
 - Tribal identification card
 - U.S. certificate of citizenship or naturalization
 - U.S. permanent resident or other identification card issued by U.S. Citizenship and Immigration Services
 - Uniformed Service ID card
 - U.S. Department of Defense Common Access card (CAC)
 - State, territory, or tribal non-driver’s identification card
 - State-, territory-, or tribal-issued driver’s license
- Passport
- Matricula Consular (Mexico)
- NEXUS (Canada)
- U.S. Corporate Identification (Limited Cases)
- U.S. University Identification (Limited Cases)

Primary forms of identification must include a clear photograph of the individual bearer. Additional information can be found at [Domestic Mail Manual 608.3.10.3](#).

If a customer does not have identification that meets the requirements, the customer should coordinate with the local postmaster or installation head to explore other alternatives for resolution.

More information about USPS Hold Mail can be found here: [USPS Hold Mail® - The Basics](#)