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Post Office Cannot Deliver Notice

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The following is an excerpt from [Questions and Answers from the COBRA Help Desk—Part II](#):

Employer: What should I do when a COBRA notice is returned marked No Mail Receptacle?

OnQue: According to the law, the notice must be provided in a "good faith manner that is reasonably calculated to ensure actual receipt of the material." This means that it is very important that you take all "reasonable" steps necessary to deliver the notice and that you carefully document your actions.

The United States Postal Service endorsement, No Mail Receptacle, indicates that the individual's address is correct, but he or she failed to provide a receptacle for receipt of mail. I suggest you contact the individual by phone to determine the best method of delivery to his or her residence. If that fails, consider sending the notice via courier or by any other means likely to ensure delivery of the notice. Also, consider contacting the postal service to discuss alternative methods that ensure delivery. Again, be sure to carefully document every action you take in your attempt to deliver the materials.

Related COBRA Tips

- [Are You Using The Safest Method To Deliver COBRA Notices?](#)