

INSTRUCTIONS FOR CANADIAN LAW ENFORCEMENT AGENCIES WHEN SERVING SUBPOENAS, PRODUCTION ORDERS, COURT ORDERS, AND SEARCH WARRANTS ON CUSTOM HOUSE ULC DOING BUSINESS AS WESTERN UNION BUSINESS SOLUTIONS (WUBS).

These instructions are for Canadian law enforcement agencies only. They do not apply to civil actions or civil production orders. Service of process for civil matters must be made pursuant to the rules in the jurisdiction in which the matter is pending. **Service of process for civil matters is not accepted at the email listed below.**

Production orders, subpoenas, court orders, and search warrants (collectively referred to as "subpoenas") from federal, province, territory and local law enforcement agencies in the Canada requesting records must name "Custom House ULC" and may be served by emailing a signed PDF copy of the subpoena to internationalsubpoena@westernunion.com. Alternatively, they may be mailed to:

Custom House ULC

General Counsel Office – Litigation
Scotia Plaza
100 Yonge Street, Suite 1500
Toronto, ON
M5C 2W1

Upon receipt of a production order, WUBS will send an acknowledgment letter, via email, advising receipt of the order and providing an assigned WUBS Subpoena File Number.

All subpoenas must be accompanied by the full name, title, mailing address, email address, phone number of the person and/or entity issuing the subpoena and the full name, title, mailing address, email address, phone number and facsimile number of the person to whom documents should be sent. Without this information, WUBS is unable to process subpoenas.

WUBS typically fulfills subpoenas within 30 days after receipt, however, response times may vary depending upon the scope of the subpoena and the types of records requested.

Further, WUBS reserves the right to object to subpoenas that are overbroad, burdensome, vague or implicate privacy, privilege or other legal concerns.