

Exhibit 16: Card Mailing Requirements

NYS-OTDA requires that mailed card requests are processed so that cards are in the United States Post Office (USPO) mail stream within two to three (2-3) calendar days as follows:

- a. Monday card request, in the mail on Wednesday or earlier;
- b. Tuesday card request, in the mail on Thursday or earlier;
- c. Wednesday card request, in the mail on Friday or earlier;
- d. Thursday card request, in the mail on Saturday or earlier;
- e. Friday card request, in the mail on Monday or earlier;
- f. Saturday card request, in the mail on Monday or earlier;
- g. Sunday card request, in the mail on Tuesday or earlier; and,
- h. In weeks with postal holidays, add a day similar to the Friday example.

2011 Postal Holidays

Date	Day	Holiday
January 1	Saturday	<i>New Years' Day</i>
January 17	Monday	<i>Martin Luther King Jr's Birthday</i>
February 21	Monday	<i>Washington's Birthday (President's Day)</i>
May 30	Monday	<i>Memorial Day</i>
July 4	Monday	<i>Independence Day</i>
September 5	Monday	<i>Labor Day</i>
October 10	Monday	<i>Columbus Day</i>
November 11	Friday	<i>Veteran's Day</i>
November 24	Thursday	<i>Thanksgiving Day</i>
December 26*	Monday	<i>Christmas Day (Observed)</i>
January 2, 2012*	Monday	<i>New Year's Day (Observed)</i>

Notes:

- *Both Christmas Day and New Years Day fall on a Sunday – the holiday is observed the following Monday
- There is no regular mail delivery/pickup or retail services on Postal holidays
- You cannot schedule Hold Mail or Redelivery to begin or end on the above holiday dates

The following is a list of related holiday dates:

- First night of Hanukkah - December 20, 2011 at Sunset
- Christmas Day - December 25, 2011
- First day of Kwanzaa - December 26, 2011