

Mail, Fax, Courier, Telephone Service

Three to four weeks should be allowed for delivery of first-class letters from Canada to Mexico. Mail sent from Mexico to Canada usually requires 10 days to two weeks to arrive. Printed material can take several months. A customs declaration should be filled out for commercial samples. Urgent parcels or letters should be delivered by private courier.

Fax communication is widely used and good direct-dial telephone service exists between Canada and principal Mexican cities. International long-distance calls from Mexico are expensive.

Business Correspondence and Promotional Material

As a general rule, it is preferable that business correspondence and promotional material be in Spanish. If this is not possible, English can be used.

Mexican Names and Titles

It can be confusing at first to understand the proper use of Mexican last names. Mexicans use both their father's and their mother's last names. For example, José González García comes from the González (father) and the García (mother) families. The father's family name is the one that is normally used, therefore, José González would be the proper form of address. The full name is generally used in correspondence.

Educational titles are often used in addressing Mexicans, both in person as well as in correspondence. *Licenciado(a)* before a name refers to a college graduate; *Ingeniero(a)* to an engineer; *Doctor(a)* to a Ph.D. It is common to refer to someone as Ingeniero José González, or Ingeniera María Garza.

Translators and Interpreters

The Canadian Business Centre in Mexico City can arrange for interpretation and translation services on behalf of Canadian business people. The use of an interpreter is particularly advisable if high-ranking government officials are being met.