

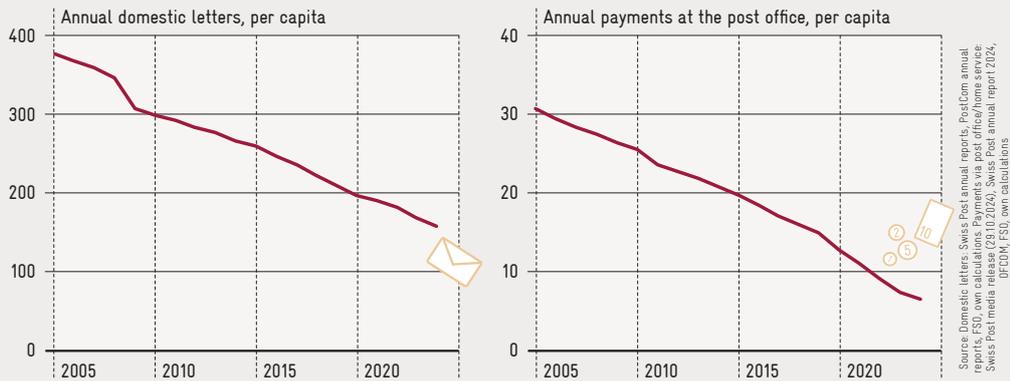
# Postal Services: Relevant and Financially Viable

*The universal postal service is important for Switzerland. But the current setup is out of touch with people's needs. This calls for a public service that works in the long run and is financially sustainable.*

## Situation

In Denmark, regular letter delivery will end by late 2025. In Norway, mail carriers may soon deliver only once a week. By contrast, daily mail service in Switzerland remains part of the national identity. Yet even here, the shift in habits is impossible to ignore: while the average person received 400 letters per year in 2000, that figure is projected to fall to just 100 by 2030. It is therefore time to rethink which parts of the postal service truly require state involvement, and which areas the market or technologies can handle better.

## Fewer letters and less counter business



*In 2000, every Swiss resident received about 400 domestic letters per year. By 2024, this dropped to just 157. Per capita counter payments at post offices even plummeted by 83% since 2000.*

## Facts

# CHF 1,134 m

This is the loss Swiss Post has incurred on its branch network over the past ten years. By 2028, the number of post offices is set to be reduced from 765 to 600. According to the federal government, Swiss Post could meet today's legal requirements with just 300 company-operated post offices.

### ■ Competition in parcel delivery

Swiss Post still dominates parcel delivery, but competitors like Planzer, DPD, and DHL are catching up fast. Uniform pricing and next-day delivery are now standard in e-commerce.

### ■ Payment services don't need the Post

Switzerland operates roughly 6,000 ATMs and 2,245 bank branches for cash withdrawals and deposits. Competition also provides flexible solutions, such as cash withdrawals at retailers. Everyone should have access to a bank account with the ability to make cashless payments – but this does not have to run through the Post.

### ■ Highly loss-making newspaper delivery

Between 2015 and 2024, volumes of newspapers and magazines delivered fell by 35%. Over a 5-year period, Swiss Post incurred losses of CHF 390 million on print deliveries, despite substantial subsidies of delivery costs from the federal government.

### ■ Threatened self-financing

If no reforms are made, public services will cost the Post CHF 450 million annually from 2030 onward. Today, it already burdens the company by about CHF 363 million. A leaner public service could save around CHF 200 million annually.

## Recommendations

Today's basic postal service is based on user behavior that hardly exists anymore. It should therefore be consistently **adapted to everyday life** as it has changed. As of 2030, letters should be delivered as **B Mail only twice a week**, the **parcel market should be fully liberalized**, and **payment transactions should be removed**

**from the basic postal service.** Access points such as parcel stations and home delivery service should be placed on an equal footing with branches and replace them in many places. This would result in a lean, relevant, and financially sustainable public service that is oriented toward actual needs rather than nostalgic notions.

