



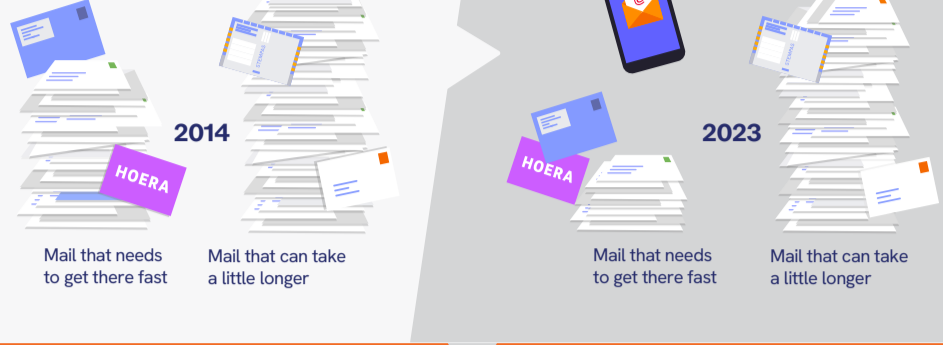
Change in postal service necessary

In the Netherlands, we send less mail every year. If we need to get a message somewhere fast, we often send it digitally. Receiving mail continues to be important for consumers and companies alike, though. A card announcing the birth of a child, for example, or a voting card. Despite the massive decline in mail items, PostNL still walks every street five days a week. But this no longer fits the way we live.

That's why PostNL is calling for a change to the postal service. And thus to the Dutch Postal Act.

Mail has seen a role change

There's less demand for mail that must arrive the next day. After all, we have digital alternatives now. It's OK for lots of mail to take a little longer.



Consumer survey

Recent survey of a representative sample of 1,027 Dutch people.*



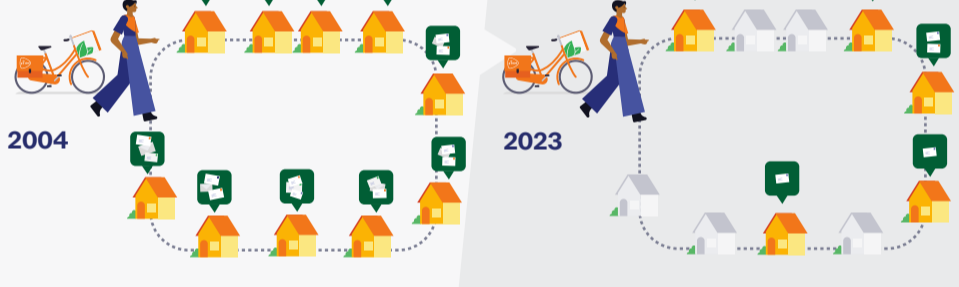
Mail volumes have declined

From 3 letters a day to 4 letters a week.



PostNL still walks every street every day

But in bringing less mail, we're skipping more and more homes.



PostNL has continued to adapt

And has itself absorbed the decline in volumes all these years.



Postal service has changed in many countries

Today, mail put in the post gets delivered by PostNL the next working day. In many other countries standard mail takes longer.



Postal service that fits the times

PostNL is proposing to **start delivering mail within 2 days that is currently being delivered the next day**. And then later within 3 days. We'll be engaging the government on this issue, as we need it to step in to change the rules imposed by the Dutch Postal Act. Mail that really needs to get there the next day will be delivered (at higher prices).

The Dutch Postal Act
Instructs PostNL in the Netherlands:

- To collect and deliver mail 5 days a week
- To deliver within 24 hours
- To provide postboxes and postal service points



Our aim: a future-proof postal sector

For everyone in the Netherlands:

And for employees:

