



## Changes in Posti's company structure

Answers to frequently asked questions

### **What is the change all about?**

The reform will see parcel, online store and logistics services centralized under the same company in Finland, Posti Oy. Letter, publication, and direct marketing business will continue under the current parent company, whose new name will be Posti Jakelu Oy. Posti Palvelut Oy will continue as a subsidiary of Posti Jakelu Oy.

The reform is legal in nature only and has no effect on Posti's services or operations.

The reform is planned to come into effect in early 2023.

### **Can I send letters and parcels as before?**

Yes, the change will not affect the sending or receiving of Posti's products

### **Will the change affect Posti parcel lockers?**

The change will have no effect on Posti parcel lockers.

### **I have some prepaid envelopes and no-value indicator stamps. Can I use them?**

Yes, they are still valid as before and you can use them.

### **How will the change affect me as a consumer?**

Your receipt or order confirmation may show the new company name, but it does not require any action from you.

### **I have some old customs slips. Can I use them?**

Yes, you can use old customs slips. New slips that will be ordered will show the new company name.

### **Do consumers need to do anything because of this change?**

No, they don't.

### **Will there be changes to the contact details of Posti's customer service?**

The contact details and services of Posti Customer Service will remain unchanged