



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 Ltd. Letter, publication, and direct marketing business will continue under the current company, whose new name will be Posti Distribution Ltd.

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. You can continue using them as before.

I have some prepaid post cards, envelopes, and no-value indicator stamps. Can I use them?

Yes, the payment entries do not expire, they are still valid as before and you can use them. You can use all of your existing pre-paid envelopes, stamps, post cards and no-value indicator stamps as before.

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, consumers do not need to do anything because of this change

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.