

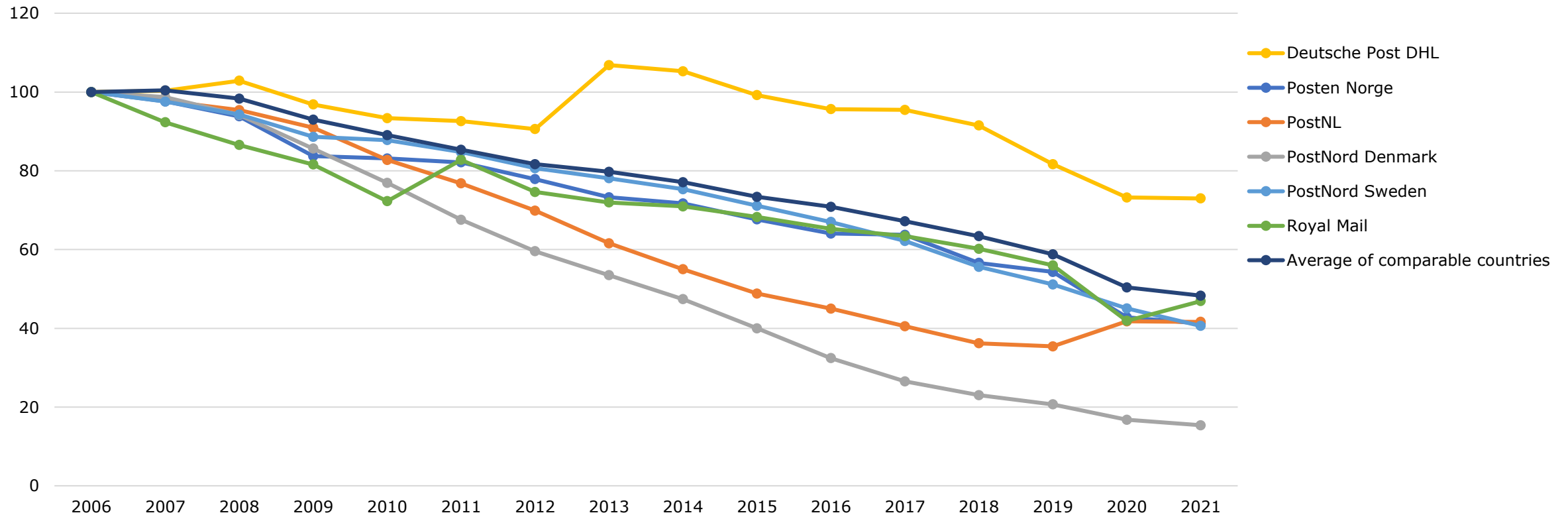
The Future of Letter Mail

ERGP Stakeholder Forum,
27 sep. 2023

Line Theil Elikofer, Head of Division

Letter volumes handled by postal operators across comparable countries in the period 2006-2021

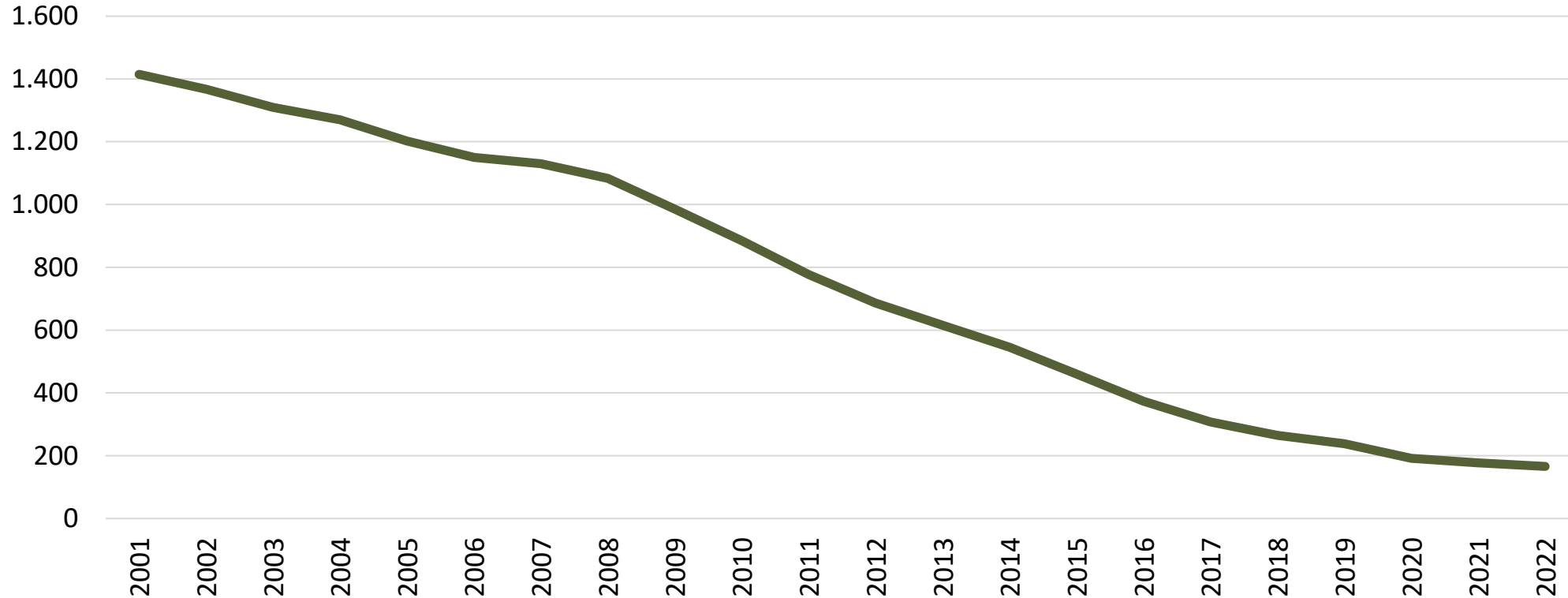
Index 100 = 2006



Due to an extensive digitization effort in Denmark, the volume of letters that Post Denmark A/S handles has fallen drastically since the early 2000s at a much higher rate compared to other comparable countries. Post Denmark's letter volumes have fallen by approx. 85 % in the period 2006-2021.

Letter volumens in Denmark

The development in Post Denmark's letter volumes from 2001 – 2021 (Million PCS)



Post Denmark's letter volumes have fallen from 1,415 million PCS in 2001 to 166 million PCS in 2022. The parcel market on the other hand has grown significantly in the recent years due to increased e-commerce.

Letter-mail types remaining

5 PCS - letters between citizens

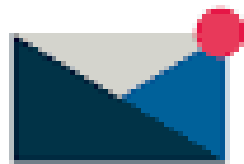
80 PCS* – letters from public authorities, banks, utilities etc – bulk mail

15 PCS - newspapers, magazines, or other printed media/material

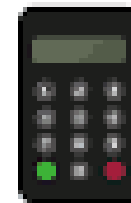
*mainly persons who are exempt from receiving digital post.



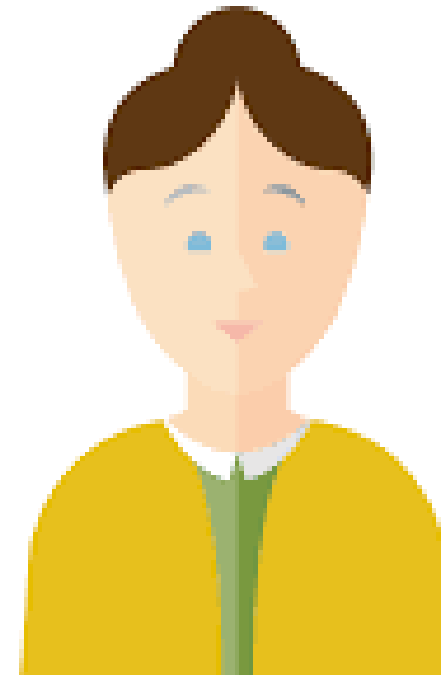
Public digitization in Denmark



DIGITAL
POST



demo.borger.dk



The digital mail box – e-Boks.dk

In 2010 the danish government established a platform for common digital post.

Enables citizens and businesses to create a safe digital mailbox to communication with public authorities.

The main part of communication between citizens and business and public authorities takes now place via the digital mail box.

Every citizen or business have a safe and private acces to a private digital mail-box through a system that combines our social security number or business number with a special encrypted gateway. This is called MitID (My ID).

You can acces through websites and through apps.



Law of Digital Post

Digital post became obligatory on 1 November 2013 for businesses and on 1 November 2014 for residents.

The Law of Digital Post from Public Authorities' permits Danish public authorities, such as the central government, regions, and municipalities, to communicate with residents and businesses digitally.

The law encompasses all businesses and residents 15 years old and above who have a permanent address in Denmark. This means that all people and businesses not exempt from receiving Digital Post receive post from public authorities digitally.

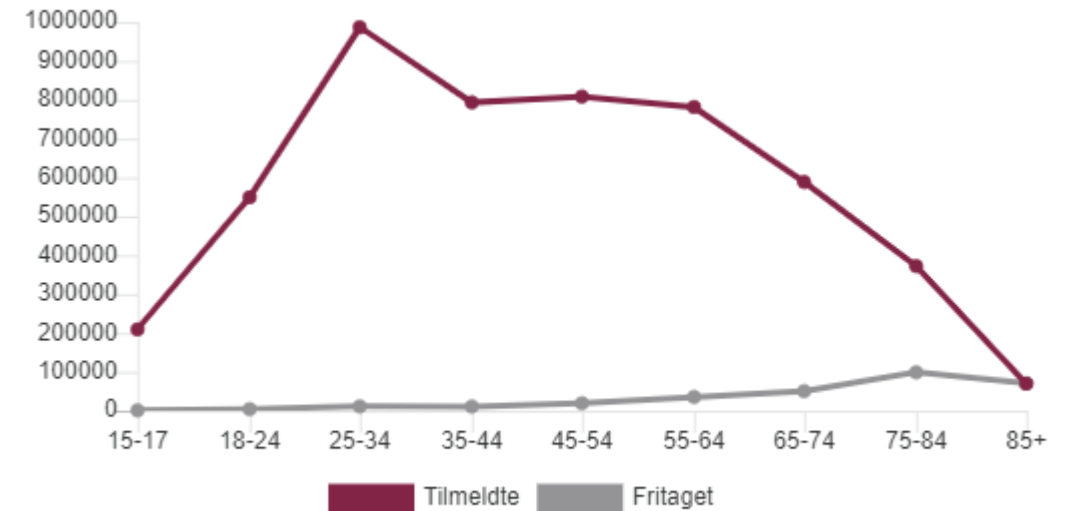


DIGITAL POST

Law of Digital Post

You can be exempted from receiving Digital Post

- Reduced physical or psychological ability
- No access to computer or phone
- Don't speak Danish
- 2022: only 6 PCS of the people between 15 and 89 years old was exempted from digital post.



The Future ?