International Post Corporation

Post offices to welcome BNP Paribas Fortis customers in the future

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From 1 January 2024 customers of BNP Paribas Fortis will be serviced in Belgiumâ€™s 657 post offices.

Post offices will welcome an additional 900,000 customers over and above the existing 600,000 bpost bank customers – a total of almost 1.5 million – under the commercial partnership agreed last year by bpost and BNP Paribas Fortis.

There will be no fundamental changes for bpost bank and BNP Paribas Fortis customers before 1 January 2024, although bpost bank will add new services in 2022 and 2023, such as “non-life” insurance products. The bpost bank brand will continue to exist until the end of 2023, before being incorporated into BNP Paribas Fortis.

bpost bank staff will be transferred to BNP Paribas Fortis teams in 2024. The best options going forward – strengthening these teams, and in some cases changing their management or setting up new teams – will be examined in consultation with all 308 bpost bank employees.

The bpost employees who are currently in charge of the bank's back office and helpdesk remain an integral part of bpost group.

The addition of 900,000 financial services customers on 1 January 2024 creates new opportunities for the development and growth of post office staff and the maintenance of a solid proximity network across the whole of Belgium. Post offices function as key customer points of contact. Here, customers can rely on personalised information, guidance and support in a familiar, accessible setting they trust, based on services tailored to their needs.

This is also a clear sign of confidence in the expertise and excellent work of the highly skilled post office staff.

Source: bpost