International Post Corporation

Poczta Polska has signed a new agreement with ZUS. Exceptional services for customers of branches in Greater Poland.

14-07-2025

Do you have an important matter to attend to at the ZUS (Social Insurance Institution), but would it take a long trip to get there? Now you can handle everything at a Polish Post office, at a special stand staffed by ZUS employees. A pilot program of this unique partnership is being launched in several towns across Greater Poland. If successful, the agreement may be extended.

" The main goal of this joint pilot program is to gauge our customers' interest in accessing ZUS services near their homes, " explains Lucyna Prygiel-Augustyniak, Regional Director of Poczta Polska's Western Network. The pilot begins in mid-July and will run until mid-August. Branches in the PoznaÅ„ metropolitan area will participate: PrzeÅºmierowo, Granowo, Pniewy, Opalenica, and Puszczykowo.

What should the cooperation look like?

ZUS will open its stands at selected post offices – located at a considerable distance from the ZUS offices – at agreed hours and dates, where comprehensive customer service will be provided within the scope of services provided by this institution.

Customers in the publicly accessible part of the post office's operating room will have access to specially prepared stations, operated confidentially by ZUS employees and also offering the option of printing documents needed to handle the matter on site.

Poczta Polska has been working closely with the Social Insurance Institution (ZUS) for years, including in the delivery of pension and disability benefits and processing applications for various benefits. The agreement to create ZUS customer service desks at post offices is another such initiative, facilitating comprehensive customer service related to the social security system.

The network of branches is a strong advantage of the Post Office

Poczta Polska serves all citizens throughout the country. The company serves 15 million addresses, delivering 4 million parcels daily, and provides logistics, financial, and social

services. Our network encompasses 7,600 post offices, with at least one in every commune. As part of the Transformation Plan implemented by the Poczta Polska Management Board since August of last year, numerous activities are being implemented to expand our offerings with new products and services, available both in offices and online.

Source: Poczta Polska

CLASSIFICATION: CORPORATE | WWW.IPC.BE © 2026