International Post Corporation

CTT and CTT Expresso are once again a Recommended Brand on the Complaints Portal

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CTT â€“ Correios de Portugal has been distinguished, for the fifth consecutive year, as a Recommended Brand on the Complaint Portal, in the "Postal Mail" category, while CTT Expresso has been recognized for the second consecutive year in the "Large Distribution" category.

The distinction, awarded by Consumers Trust, reflects the high levels of positive reputation achieved on the platform, based on the effectiveness of the support provided for complaints submitted by consumers on the Complaint Portal.

With the highest Satisfaction Index in the sector (more than 70 out of 100 points), CTT also stands out for its 93% Resolution Rate and a 100% Average Response Time, indicators that demonstrate a high level of excellence in resolving complaints, as well as a strong commitment to the customer and the quality of service provided.

Meanwhile, in the "Large Distribution" category, CTT Expresso once again stood out for its strong performance, registering a Resolution Rate of 93.9% and an Average Response Time of 100%, also with the highest Satisfaction Index in the sector (more than 70 points).

“Being recognized once again as a Recommended Brand on the Complaint Portal is a source of great pride for CTT. This distinction is, above all, a reflection of the trust of our customers and of consistent work, which reinforces our commitment to quality, proximity and excellence in the service we provide,” highlights João Bento, CEO of CTT.

Sónia Lage Lourenço, CEO of Portal da Queixa, highlights that "CTT Expresso has been awarded the 2026 Recommended Brand in the “Express Mail - Large Distribution” category, a unique distinction in Portugal that reflects the trust and satisfaction of consumers. This award celebrates the consistent work in creating positive experiences, where each interaction is evaluated and recommended by customers who recognize an agile, reliable and efficient service. The awarding of the Recommended Brand reinforces the importance of putting the consumer at the center, validating practices that generate trust and excellence in service. Congratulations to CTT Expresso for achieving this further recognition, which results directly from the opinion and recommendation of customers.”

The "Recommended Brand" Award is a trophy given to brands that have achieved the best performance in the Satisfaction Index for the

previous year.

Source: CTT - Portugal Post

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