

Change in the provision of POBOX service

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As part of the optimization of the branch network, Slovak Post will terminate the operation of underutilized post offices, including the post office boxes (POBOXes) that are set up at these branches. What options do their users have?

Users of the POBOX/Post BOX service will be informed in advance of the termination of the service due to the termination of the postal service. The customer has the following options for delivery of parcels in accordance with the Postal and Business Terms and Conditions:

setting up a POBOX or POST BOX at the successor delivery post office,
setting up a POBOX at another post office that provides this service,
delivery of shipments by successor delivery mail.

If the successor post office has the same free folder as the customer had at the cancelled post office, it will assign the same number to the customer.

If the customer is no longer interested in the POBOX service, the current one will be automatically cancelled when the given post office ceases to operate and the shipments will be delivered as standard via the successor delivery post office. The prepaid prices for the terminated folder will be refunded to the customer.

When a customer has a folder set up at the delivery post office, all shipments are delivered to this folder, i.e. shipments that have a POBOX and number listed in the address, but also shipments where the POBOX is not identified and the street and number are listed.

If a folder is set up at a delivery post office, only those items that are directed to this folder by the address are delivered to this folder, i.e. the recipient's address includes the PO BOX and number, postal code and name of the post office where the folder is set up.

The goal of the ongoing transformation of Slovak Post is to deliver more modern and higher quality services that will respond to today's client needs. By optimizing the dense branch network in regional and district towns, weak and underutilized post offices will be closed in order to strengthen the remaining branches - in terms of capacity, service portfolio, and opening hours.

Source: [Slovak Post](#)