



PostNL: €-35 million loss on legally required postal service in 2025

28-05-2026

The Hague, 28 May 2026 – PostNL recorded a negative result of €-35 million in 2025 on the Universal Service Obligation (USO). This negative result once again highlights the urgent need to adapt the statutory framework. In accordance with the Postal Regulation, this result has been reported to the regulator, the Authority for Consumers and Markets (ACM). This is accompanied by a statement from an independent external auditor, who, among other things, assesses the design and application of the cost allocation system.

Pressure on USO is unacceptable

PostNL is legally obliged to provide the USO under conditions originally laid down in the 2009 Postal Act. The USO includes, among other things, the delivery of letterbox mail and the maintenance of a nationwide network of mailboxes and postal locations. The operational and financial pressure on the USO has been increasing for years and is unacceptable. Mail volumes are declining year after year, costs are rising, and the regulations are outdated, preventing PostNL from adapting to current circumstances. As a result, the USO has become structurally loss-making. This is due to the high costs associated with the statutory obligation.

The high net costs of the USO obligations, the substantial negative result on the USO and the very modest result of the overall mail business are different financial indicators that

all clearly point in the same direction: the statutory requirements for postal services place a disproportionate burden on PostNL. Since 2023, PostNL has therefore been advocating changes to the statutory framework, but a sustainable structural solution has been lacking for too long.

Providing a statutory public service comes at a cost

Pim Berendsen, CEO of PostNL: “People in the Netherlands rightly expect reliable postal delivery. Our employees work hard for this every day. However, the current rules are unworkable and no longer reflect what people expect from postal services, while mail volumes continue to decline year after year. It costs PostNL tens of millions of euros to carry out a legally required public service. That is irresponsible. A first necessary step has recently been taken with the adjustment of delivery timeframes. However, this step



comes too late and is insufficient. Even with the announced changes, the service will remain heavily loss-making in the coming years. It is unreasonable to expect this from a commercial company that is also responsible for more than 20,000 postal employees. Swift political decision-making is necessary to safeguard reliable and accessible postal services in the future.”

Fundamental government decision needed before the summer

A fundamental choice is needed before the summer to ensure the future viability of postal services in the Netherlands: either the statutory obligations are further adjusted to reflect the reality of a shrinking postal market, or compensation is provided for the actual cost of carrying out this legally mandated public service. If no decision is made before the summer, the continuity of postal services will be at risk. Further delay is therefore unacceptable.

Source: [PostNL](#)