New Sihlpost: Switzerlandâ€™s most modern branch inaugurated

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Swiss Post is opening the redesigned Sihlpost in the heart of Zurich on 1 December 2025. After ten months of renovation work, Zurichâ€™s largest branch is now Switzerlandâ€™s most modern service center. With its new meeting zones and digital and hybrid consulting options, Swiss Post is responding specifically to changing customer requirements. The Sihlpost branch is also set to become a place of inspiration and exchange with a programme of events that will bring together local and national partners.

By 2028, Swiss Post will invest around 100 million francs in modernizing its branches and in new formats. The Sihlpost in Zurich is a prime example of how Swiss Post is leading its services into the future. Switzerland's largest and most modern branch is more than just a branch counter. Customers will also be offered advice in open spaces and can carry out their transactions in person, digitally or with hybrid services. And Swiss Post will offer some services in Zurich that are available for the first time in Switzerland.

Consulting area: the central meeting point where customers can discuss their personal matters.
Interactive advice: customers are actively involved in the conversation through haptic interaction, making the advice more effective and memorable.
Telco module: interactive advisory service to find the right offer for Post Mobile subscriptions.
Service module: a yellow action figure will help visitors discover different services suitable for various life events – from comparing premiums to travel or legal protection insurance.
Philately module: brings the world of stamps to life and appeals to collectors and occasional buyers.
"Customers' needs are changing – across all generations. We're in touch with the latest developments and continually developing our services," explains Thomas Baur, Head of PostalNetwork and Deputy CEO. "By doing so, we're investing in our customers and our employees, who put their heart and soul into their everyday work." Its partners PostFinance, SwissCaution and Sympany are also present in a specific area of the branch with a supplementary advisory service.

Swiss Post is connecting people via a fresh programme of events and themes

The new Sihlpost branch will become a venue for events. Swiss Post will bring together local and national partners and the public with a programme of themes and events. The programme will kick off on 4 December 2025 with a discussion between art historian Isabel Zürcher, artist Andriu Deplazes and Yvonne Schmidt. It will take place on the impressive wooden staircase that connects the customer area with the first floor. Further events are planned.

Zurich cantonal councillor proud of flagship branch

Since 1930, the Sihlpost has been synonymous with innovation and change. The modernized branch in the heart of the city of Zurich builds on this tradition. Cantonal Councillor Carmen Walker Späh underlines: "We're proud that Swiss Post's most modern branch is located in the Canton of Zurich. An attractive canton needs a reliable and modern range of postal services – with digital services, but also physical touchpoints such as the Sihlpost." Swiss Post is staying true to this idea with its current strategy by continuing to offer services that are both nationwide and close to its customers. As a reliable partner, Swiss Post wants to be exactly where its customers need it in the future.

Source: Swiss Post

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