International Post Corporation

Omniva to discontinue cash transfer and bill payment services in January 2027

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Due to low demand, Omniva will discontinue its National Cash Card and Accepting Payments services at post offices and through personal postal service effective 4 January 2027. The company will focus on its core business of providing postal and parcel services.

The National Cash Card service allows individuals and businesses to send money to private recipients, who can collect the funds in cash at a post office or from a postal courier. Over the past year, the service has been used by four business customers and some private customers. The discontinuation will not affect the home delivery of pensions in cash, which is not a service provided by Omniva.

The Accepting Payments service enables customers to pay invoices issued by companies by making bank transfers at post offices or through postal couriers. Usage declined by 40.5% in the first nine months of 2026 compared to the same period in 2025. When considering only transactions made at post offices and excluding the impact of changes to the post office network, the decline was 32.5%.

"Demand for sending cash and making bank transfers through postal services has been declining steadily for years. Given the very limited demand for these services today, we have decided to discontinue the financial services and focus on our core business – postal and parcel services," said Katri Laanela, Head of Postal Services at Omniva.

Omniva will inform affected customers about the discontinuation of these services and the alternative support options available to them in cooperation with local municipalities.

Source: Omniva