

PostNord to discontinue handling mail in Denmark in 2026 - focusing exclusively on parcels

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At PostNord we adapt to the situation on the Danish letter market. We now take the next step to build a strong PostNord for the future. As from 2026, PostNord will stop handling letters in Denmark and focus on becoming the Danes' favorite parcel delivery service.

With the rise in digitalization, the number of letters in Denmark is declining rapidly. The volume of letters has actually fallen by more than 90% since 2000. Moreover, our responsibility for the universal postal service in Denmark was ended by the new Postal Act that came into effect on January 1, 2024, except for mail for visually impaired people, small islands and international mail during a transition period. We are naturally obliged to adapt to this new situation and are now taking the next step in our strategy to build a strong PostNord for the future. This means that as from 2026, PostNord will stop handling letters in Denmark and focus exclusively on becoming the Danes' favorite parcel delivery service.

"Digitalization is changing the way we communicate and make purchases. It is also affecting PostNord's business, as letter volumes decrease and parcel volumes continue to rise. As a Group, we need to adapt our business constantly to accommodate societal developments and customer demand – but we need to do so

slightly differently on our different markets. In Denmark, we are now taking the tough decision to discontinue our mail business. This is not something we take lightly, but demand speaks for itself. Conditions are different in Sweden, where our aim is to continue to operate a nationwide, self-financed and profitable mail business under reasonable conditions. A consistent theme throughout the Group is our strategy to 'Win in Parcel.' We are therefore continuing to develop our unique network with the intention of becoming the favorite parcel carrier for the entire Nordic region. We must be at our best where our customers need us most," says Annemarie Gardshol, President and CEO of PostNord.

PostNord will continue to collect, sort and deliver mail in Denmark up to and including December 30, 2025.

The decision does not affect the mail business in Sweden, where PostNord holds responsibility for the universal postal service.

Source: [PostNord](#)

