

## WHITE PAPER SUMMARY

# The case for a universal postal digital mailbox

Building a trusted and shared infrastructure for important digital communication.

## Four key insights



### Fragmentation is the problem

Important messages are spread across too many channels.

**Result** Harder to find, trust and manage



### Trust needs one recognised access point

A universal mailbox can give citizens and businesses a shared place.

**Result** A more predictable digital experience



### The market will not solve this alone

Incentives are misaligned across key actors.

**Result** Fragmentation remains the default



### Policy can unlock scale

Public policy can create the conditions for trusted infrastructure.

**Result** Trusted infrastructure for all

## Why postal operators are uniquely positioned

### Trust and brand

A trust profile a platform cannot manufacture.

### Large senders

Governments and banks already route mail through the post.

### Digital infrastructure

Apps, portals and e-ID already at national scale.

### Legal weight

Proof of delivery and audit trails make it valid.

### Nationwide network

Branches everywhere serve non-digital users.

### Regulatory anchor

Universal-service duties translate directly to digital.

**“** Postal organisations are, by design, compliant and auditable entities, with governance frameworks that ensure transparency, accountability, and regulatory alignment.

**Petros Galides**, Deputy Commissioner for Communications, Cyprus

## Five policy options to support a universal mailbox



**Single mailbox strategy**



**Trust by design:** security, ID, privacy



**Mandate operators, if needed**



**Hybrid access:** digital + physical



**Open standards and portability**

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