

For Immediate Release

SingPost implements 5-day mail collection and delivery service

• Extended posting hours on Fridays • No change in service level

Singapore, 10 February 2010 - In response to lifestyle changes, customers' changing mailing habits and declining mail volumes, SingPost will cease to collect and deliver mail on Saturdays, streamlining its operations with effect from 15 May 2010.

Over the years, public letter mail (i.e. stamped and franked mail) has been on the decline with the emergence of new communication tools such as email, SMS and other technological platforms. Today, each person posts on average of only six letters/cards per year. That and the fact that many companies and organisations are now operating on a 5-day week have led to significantly lower volumes on Saturdays.

Mr Ng Hin Lee, Deputy Group Chief Executive Officer of SingPost said, "Globally, postal organisations are facing declining letter mail volumes due to changing lifestyle preferences. SingPost has been actively managing the increasing cost of providing an efficient mail service. Implementing this initiative will help us to optimise resources to stay competitive while upholding the high level of service. We will extend the posting hours on Fridays as an added convenience to customers".

Changes Reflect Evolving Demand

Currently, Saturdays see the lowest posting and mail collection volume. Changing lifestyles have altered customers' mailing habits, affecting the usage of the posting boxes. Moreover, many companies are open on Mondays to Fridays and those operating on Saturdays have shorter operating hours. Discontinuing mail collection and delivery service on Saturdays offers optimisation of resources and helps maintain costs, enabling SingPost to remain competitive.

In tandem with this, SingPost will **extend the collection timings on Fridays by an hour**. Please see Annex 1 for reference.

An independent survey was carried out in March 2009 to gauge the response of both the public and the businesses to a 5-day mail collection and delivery service. Ninety-one per cent of the survey respondents who were recipients found it acceptable to receive mail items on the following Monday and 92 per cent of senders found it acceptable that their recipients receive the mail items on the following Monday.

Aligning to Global Postal Trend

Over the years, e-substitution, globalisation and rising customer demands for new options have affected the letter mail volume, leading to its stagnation or decline. Many postal organisations have gradually converted to a 5-day mail delivery service or are embarking on it to remain relevant.

Today, about 70 postal administrations in countries like Australia, Brunei, Canada, Korea, Sweden and The Philippines have adopted a 5-day mail delivery service. The United States Postal Service in January 2009 sought the Congress' approval to stop delivering mail on Saturdays¹.

In Singapore, public mail volume (i.e. stamped and franked mail) has declined by some 22% from 181.1 million mail items in FY2002-03 to 139.7 million mail items in FY2008-09. Correspondingly, the total amount of mail items collected from posting boxes has also reduced.

No Change in Service Level

There will be no change to the Quality of Service i.e. 99 per cent of mail posted within the Central Business District (CBD) and over 98 per cent posted outside the CBD will be delivered by the next working day.

There will be no change to the collection and delivery schedules for Mondays to Thursdays. There is no mail collection or delivery service on Sundays and Public Holidays. Please see Annex 1.

Alternative Available

Customers who require urgent delivery on Saturdays can use SingPost's Speedpost service. They can contact its hotline at 1800-2225777 to arrange for collection and delivery.

Discounted Stamp Booklets and Rebates for Franked Mail Customers

SingPost will offer a S\$0.15 discount for 5.5 million 1st local stamp booklets/stamp sheets of 10 from 15 May 2010 onwards. Each 1st local stamp booklet will cost S\$2.40 after discount (the current price is S\$2.55).

Franked mail customers will enjoy up to 5% rebates for a period of 12 months from 1 June 2010 till 31 May 2011.

¹ No final decision has been made by the Congress on USPS' request.

Better Work Life Harmony for Postal Workers

Mr Logarajah JK Sabapathy, General Secretary of Union of Telecoms Employees of Singapore (UTES) said: "There should be a balance between work and family and social life. By implementing a 5-day mail collection and delivery service, SingPost has further helped promote work life harmony. Such move not only enables postmen to engage in personal and recreation time, but also helps SingPost to retain its valued employees in whom it has invested heavily."

One of the long-serving postmen, Mr Rahmad Chik, who is 47 years old and has been with SingPost for 14 years, appreciated the move. He said, "I am happy that the company will be implementing a 5-day mail collection and delivery service. It will mean that I have more time with my family and can also take courses during the weekends to upgrade myself."

Operating Hours of Post Offices Remain Unchanged

The operating hours of SingPost's 62 post offices remain unchanged. Please refer to our website, http://www.singpost.com/downloads/POLists/POList_Main.pdf for information on the operating hours.

Channels of Communication

Public and businesses will be informed of the change in the mail collection and delivery service through various channels:

- SingPost hotline 1605
- SingPost website, www.singpost.com
- Posters at all 62 post offices
- Posting boxes etc

- End -



About Singapore Post Limited
(Reg. No. 199201623M)

SingPost, the designated Public Postal Licensee for Singapore, offers reliable and high quality domestic and international postal services as well as end-to-end mail solutions including data printing, letter-shopping, delivery and mailroom management. It is also the leading logistics provider in the domestic market, with global service offerings to more than 220 territories/countries. SingPost has earned the honour of being the only postal company to have won the EMS Cooperative Certification Gold Level Award by the Universal Postal Union (UPU) for its *Speedpost* Worldwide service for eight consecutive years since 2001. As the owner of one of the largest retail distribution networks through its tri-channel platform of post offices, Self-service Automated Machines (SAM) and *vPOST*, its internet portal, SingPost provides convenience to its customers for a wide range of products and services, including agency, postal and financial services. SingPost's regional footprint spans 10 countries/territories in Asia Pacific where it offers cross-border mail services.

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For general information on SingPost, call 1605 toll-free  
or visit us at [www.singpost.com](http://www.singpost.com)

**ANNEX 1**

**Extension of Collection Timings on Fridays**

|             | Current<br>(Mondays to Saturdays) | Effective 15 May 2010 |         |
|-------------|-----------------------------------|-----------------------|---------|
|             |                                   | Mondays to Thursdays  | Fridays |
| Outside CBD | 5 pm                              | 5 pm                  | 6 pm    |
| Within CBD  | 7 pm                              | 7 pm                  | 8 pm    |

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NO change to the following collection and delivery schedules

Description	Current	Effective 15 May 2010
Mondays to Thursdays (Before collection cut-off times ¹)	Delivered by next working day	Delivered by next working day
Saturday (After collection cut off times ²)	Delivered on following Tuesday	Delivered on following Tuesday
Sunday (Anytime)	Delivered on following Tuesday	Delivered on following Tuesday

CHANGES to the collection and delivery schedules

Description	Current	Effective 15 May 2010
Friday (Before collection cut-off times ³)	Delivered on Saturday	Delivered by next working day, i.e. Monday
Friday (After the collection cut-off times ³)	Delivered on following Monday	Delivered on following Tuesday
Saturday (Before collection cut-off times ²)	Delivered on following Monday	Delivered on following Tuesday

¹ The mail collection cut-off times for Mondays to Thursdays remain unchanged, that is 7 pm within CBD and 5 pm outside CBD.

² The current collection cut-off times for Saturdays are 7 pm within CBD and 5 pm outside CBD. With effect from 15 May 2010, there will be no mail collection and delivery on Saturdays.

³ The new collection cut-off times for Fridays will be 8 pm within CBD and 6 pm outside CBD.