

Changes to paper notifications

What's it all about? PostFinance is switching the way it dispatches paper notifications to B Mail as of 17 February 2025.

Current service:

Generally speaking, around 96 percent of paper notifications are currently already dispatched with B Mail. At the customer's request, the dispatch method can be switched to A Mail so that delivery is quicker.

Valid from 17 February 2025:

All account statements and payment confirmations will only be dispatched with B Mail. Individual delivery by A Mail will no longer be possible. Document delivery may be delayed by two days as a result. The following factors prompted PostFinance to make this decision:

- The number of paper documents being sent is declining every year. By switching it to B Mail, the dispatch process will become more efficient and save on resources.
- Today, around 74 percent of customers affected are already using e-finance or the PostFinance App in addition to paper notifications. A free, digital delivery channel has therefore already been established and can be promoted.
- The digital delivery of account notifications (account statements) contributes towards sustainability because less paper is used and transported, which helps cut CO₂ emissions.

To save on natural resources, an alternative you have is to receive notifications digitally. They are then ready to download in e-finance or the PostFinance App, free of charge. This gives you round-the-clock access to balance and booking information. You can make the switch yourself in e-finance or the PostFinance App, or get it done by calling our hotline.

Do I need to do anything?

No, the dispatch of those documents affected will be automatically switched from A Mail to B Mail as of 17 February 2025. From this point onwards, the delivery time will increase by two days. The current prices for paper notifications remain unchanged.