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MCA 2025 Perception Survey on how households perceive postal services

The Malta Communications Authority (MCA) has published the results of its latest survey on households' experiences and perceptions of postal services. The survey explores usage trends over the past 12 months, including letter mail, registered mail and parcel post - as well as awareness and perceptions of the universal postal service.

Letter Mail Trends

The majority of respondents (52%) reported broadly unchanged incoming letter volumes in 2025. Meanwhile, the share of households sending addressed letters rose to 73% (from 67% in 2023). Nevertheless, a larger proportion of households reported a decline in weekly letter mail volumes sent over the past 12 months (at 29%, compared to 26% in 2023), mainly reflected by ongoing digital transformations. Households using registered mail also edged up to 35% (from 33%), while postcode usage on addressed letter mail improved, reaching 73% (up from 65%).

Parcel Activity

Parcel receipt volumes strengthened in the 12 months prior to the survey. A quarter of respondents reported receiving more domestic parcels, up from 7% in 2023, and 48% recorded higher international parcel volumes, up from 38%. MaltaPost dominated household parcel deliveries at 88% (up from 57%).

Parcel Locker Services

The use of parcel lockers increased to 24% of household respondents, compared to 16% in 2023.

Universal Service

Awareness of the "Universal Postal Service" stood at 63% of household respondents, with 85% of those aware deeming the service as important. Expectations for next-day delivery of addressed mail softened to 41% (from 46% in 2023), with more households accepting two- or three-day delivery timelines. Additionally, half of respondents consider a reduction to five delivery days from six delivery days weekly acceptable (down from 62% in 2023).

Overall satisfaction with the quality of the universal postal provider's service declined slightly, from 72% of households reporting being satisfied in 2023 to 63% in 2025. This was accompanied by an increase in neutral responses, which rose to 26% (from 20% in 2023).

End.

Postal Trends Among Households

MCA Perception Survey 2025 Highlights: Post

Postal Mail Trends



73% Sent Addressed Letters

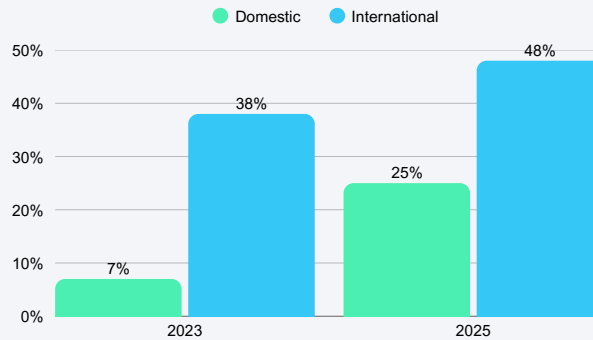


35% Sent Registered Mail



92% Received a parcel at their home

Parcel Activity



These figures show the share of respondents reporting an **increase** in parcel mail volumes.

Parcel Delivery*

88% MaltaPost

54% DHL

29% Fastdrop

These percentages show the extent of use of parcel operators for household parcel deliveries.



*Respondents could select more than one delivery operator.

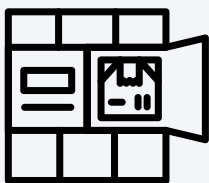
Postcode Usage



73%

always write the postcode when sending an addressed letter, up from **65% in 2023**.

Parcel Lockers



24%

used parcel lockers, up from **16% in 2023**.

Universal Service



63%

are aware of the service, **85%** of which deem it is important.



41%

expect next-day delivery of addressed mail, down from **46% in 2023**.

Parcel activity has risen significantly, particularly for international deliveries. Awareness of the universal postal service remains **high** despite a slight decline in **overall satisfaction** with service quality.

