

**Question for written answer E-004275/2025
to the Commission**
Rule 144
Sakis Arnaoutoglou (S&D)

Subject: Closing of Hellenic Post branches in mountainous and island regions and compliance with the universal postal service obligation in Greece

In Greece, the universal postal service provider, Hellenic Post S.A., is closing more than 200 branches, including many in remote, mountainous and island regions. This development leaves entire areas - such as the Municipality of Zagori in Epirus with 43 villages or the Municipalities of Ierapetra in Crete, North Tzoumerka and Thermo in Aetolia-Acarnania - without access to a local post office. Similar cases are also being recorded in other regions.

The shrinking of the network raises serious questions regarding compliance with the universal service obligation, which is a fundamental principle of European postal policy and requires equal access for all citizens, regardless of place of residence, to basic postal services. In particular, for the elderly and vulnerable groups in rural areas the removal of service points entails exclusion from basic transactions, financial services and social communication.

Accordingly:

1. How does the Commission ensure that Greece complies with its universal postal service obligations, particularly in remote and island areas, in view of the closure of a large number of Hellenic Post branches?
2. What measures does the Commission intend to put in place to prevent the social and geographical exclusion of citizens due to the lack of access to basic postal services?
3. Is there a European strategy or financial instruments that can support the maintenance and/or modernisation of the presence of the universal postal service provider in areas with low population density?

Submitted: 30.10.2025