

**Question for written answer E-003160/2017
to the Commission**
Rule 130
Merja Kyllönen (GUE/NGL)

Subject: Availability and quality of postal services for the elderly

In many Member States, including Finland, postal services have been constantly pruned back. Postal services are, however, considered a basic service that should be available to everyone. A new act on postal services will enter into force in Finland next summer, which allows for mail in apartment buildings to be distributed into lockers in the staircases and courtyards instead of mail slots on apartment doors. The objective of this change is foremost cost savings. However, for the elderly and persons of reduced mobility, distributing mail into lockers causes unnecessary trouble and is a clear deterioration to the previous service level. The elderly will continue to be steady customers of traditional postal services, because they are less eager than younger people to start receiving mail in electronic form.

How is the Commission going to ensure that the availability and quality of basic services, such as postal services, will be secured for the elderly in all Member States?