



Consultation Document for Bermuda Post Office

The Bermuda Post Office’s vision is to be a more innovative, customer focused and sustainable postal service. As a result of how communications have changed, the BPO needs to evolve. Reform of the BPO could include the expansion of mail services that leverages its island-wide post offices to maximize the BPO’s potential.

To that end, the Ministry for the Cabinet Office with Responsibility for Government Reform seeks your feedback.

Please check all that apply in our questionnaire to help us serve you better.

1. What does the Bermuda public want from its postal service? Should the BPO implement the following revenue generating initiatives in the future? Check all that apply:

- International mailing addresses for online shopping with delivery through the BPO;
- Delivery of inbound parcels and packages to homes and businesses;
- Delivery of locally generated online purchases to homes and businesses;
- Clearance of Post Office boxes for delivery;
- Provision of Wi-Fi and internet services in all sub post offices;
- Provision of medical prescription pickup and delivery;
- Provision of financial services such as money order services, as indicated and identified within the Post Office Act 1900; and
- Other (please specify)

2. Should the BPO leverage its Island-wide footprint and expand Government service delivery becoming the frontline customer service centre? In doing this we will give the public greater, more convenient access to services.

Which potential services would you like to see be offered via the BPO? Check all that apply:

- Vehicle registration and licensing;
- Boat mooring registration;
- Land tax and payroll tax payments;
- Stamp duty payments;
- Social Insurance payments;
- Financial services; and
- Other registration, payment, licensing, and customer service functions

3. What else would you like to see the Bermuda Post Office offer?
