



Frequently Asked Questions on Postal Rates Changes from 1 January 2026 (For corporate customers)


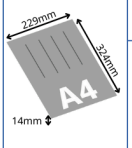
General

1. What are the changes?

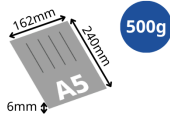
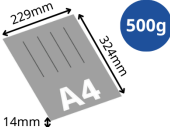
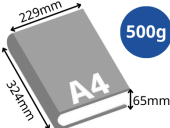
SingPost will be increasing the rates for all regular domestic mail. This adjustment enables us to continue fulfilling our national postal mandate while advancing SingPost's transformation into a technology-driven logistics leader.

Effective 1 January 2026,

- Rates for Standard Regular, Standard Large and Non-Standard mail are adjusted.
- Streamlining mail type, i.e. Letters/Statements and Printed Papers will enjoy the same rates.
- Tracked Letterbox service will no longer be offered to corporate customers.

Domestic Bulk Mail Rates								
Mail Type	Maximum Dimensions and Weight	Volume	Current Pricing Valid till 31 Dec 2025			New Pricing Effective 1 Jan 2026		
			Best Quality • Bar-coded • Pre-sorted	Good Quality • Bar-coded • Not Pre-sorted	Average Quality • OCR Readable • Pre-sorted	Best Quality • Bar-coded • Pre-sorted	Good Quality • Bar-coded • Not Pre-sorted	Average Quality • OCR Readable • Pre-sorted
Standard Regular Mail		≥ 1,500	\$0.48 (Letters) \$0.41 (Printed Papers)	\$0.49 (Letters) \$0.43 (Printed Papers)	\$0.51 (Letters) \$0.44 (Printed Papers)	\$0.59 (Letters and Printed Papers)	\$0.60 (Letters and Printed Papers)	\$0.62 (Letters and Printed Papers)
		1,500 - 8,000	\$0.67 (Letters) \$0.58 (Printed Papers)	-	\$0.70 (Letters) \$0.63 (Printed Papers)	\$0.78 (Letters and Printed Papers)	-	\$0.90 (Letters and Printed Papers)
Standard Large Mail		> 8,000	\$0.64 (Letters) \$0.55 (Printed Papers)	-	\$0.67 (Letters) \$0.58 (Printed Papers)	\$0.75 (Letters and Printed Papers)	-	\$0.90 (Letters and Printed Papers)



Domestic Non-Bulk Mail Rates			
Mail Type	Maximum Dimensions and Weight	Current Pricing Valid till 31 Dec 2025	New Pricing Effective 1 Jan 2026
Standard Regular Mail		\$0.52	\$0.62
Standard Large Mail		\$0.80	\$0.90
Non-Standard Mail		\$1.10	\$1.20

The changes that we are making will simplify the delivery rate structure for all domestic services and this includes the elimination of the mail type criteria. Our aim is to make postal services more user-friendly, enhance the customer experience, and to provide greater convenience for our customers.

SingPost remains committed to its mandate to deliver reliable, high-quality, and accessible postal services to every address in Singapore

For more details on the rate changes, please refer to www.singpost.com/ratechange2026.

2. What happens if I input the wrong information (e.g. mail type, weight, quantity) on the docket?

During lodgment, our officer at the Bulk Mail Centre will verify the details on the docket and make amendments if required. After verification, one copy will be for your retention.

3. Are there any changes to the lodgement process?

There is no change to the way you input details on the docket. You are encouraged to sort the lodgment according to the mail type, mail size and weight tier for quicker verification.

4. Any changes to the SLA for Letters and Printed Papers?

There is no change to the SLA.

- a) 98% of the Letters posted at SingPost Bulk Mail Centre during official operating hours will be delivered by the next working day.



- b) 95% of the Printed Papers including Annual Reports posted at the SingPost Bulk Mail Centre during official operating hours will be delivered within two (2) working days following the day of posting.

5. What will happen to the existing contract rates?

All contract rates are subjected to prevailing rates. Please contact your account managers for more information.

Tracked Letterbox (Mail / Package)

1. Why has Tracked Letterbox service ceased?

SingPost is streamlining products to make our service offerings more user friendly and comprehensive for our customers.

Corporate customers can use N-Saver or E-Saver service. Reach out to your Account Manager for more information.

2. What is Tracked Letterbox service?

Tracked Letterbox service provides tracking that is real-time and affordable for small mail/packages up to 2kg, that is delivered directly to your letterboxes.

All rates are inclusive of prevailing GST.