

July 8, 2022

Dear Customers,

On February 24, 2022, the Russian Federation invaded Ukraine. Right now the Russian troops are destroying our infrastructure, shelling businesses and residential areas. But even in such terrible circumstances, we strive to move forward and support the economy of the country.

On March 1, 2022, Ukrposhta began resuming export delivery. Since the sky over Ukraine is completely closed for air flights, we take mail to neighboring countries, from where it flies further around the world. Key airline partners have confirmed that they will continue transporting mail from Ukraine as a matter of priority. But such a sharp change of operation models can affect the stable delivery of mails, so delays are to be expected in the delivery of all mail from Ukraine.

Unfortunately, due to transport restrictions, some dispatches (receptacles) containing postal items posted in late May 2022 with destination to the United States Postal Service have not yet been sent for delivery to Turkish Airlines and are being held by Romanian Handling Company. We emphasize that all these items are intact and safe, i.e. do not have the lost status, and will be delivered later. Ukrposhta continues its active communication and cooperation with airlines and USPS in order to minimize possible delays.

We're really sorry it took so long and caused you any inconvenience. We would like to inform you that the delay was not the fault of the sender. We sincerely apologize for this situation and kindly ask you to wait a little longer.

Sincerely,

Olena Brovko

Head of Social Media Customer Care

