



ALBANIA
Posta Shqiptare



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Delivery of Services to Retired People's Homes

Since April 10th, Albanian Post has been delivering retirement benefits and other relevant services to retired people's homes to prevent the spread of COVID-19.

ACTION

Albania is mainly a cash operating country where the majority of retired people not having a bank account receive their benefits in cash at post offices. To protect the elderly, Albanian Post has set up the Assistance Unit to manage the delivery of retirement benefits throughout the country. This service, which was previously provided at a cost of ALL 100, is now offered free of charge due to the pandemic. 90% of retired people have used the service.

Retirees also have the opportunity to pay for their utilities such as electricity, water supply and Internet services through the postmen who deliver the retirement benefits at home.

Furthermore, Albanian Post continues its Cash-to-Cash service at home. All citizens use this service to send money to their relatives, especially to their grandparents at home. The sender finalises the transaction at a post office and the beneficiary receives it at home throughout the territory of Albania within two working days.

RESULTS AND IMPACT

Delivery of retirement benefits, payment of all utilities and the cash-to-cash service provided by Albanian Post to retired people at home protects the elderly and prevents the spread of Covid-19.

Albanian Post remains a social partner for the population of Albania thanks to all the services it offers.

