

# Egypt Post – a multi-channel one-stop shop for inclusive government and financial services

Egypt Post, in partnership with the United Nations Development Programme (UNDP) and the Egyptian government, has digitally transformed its extensive network of over 4,300 post offices, positioning itself as a key enabler of inclusive digital government services. Through substantial investments in digital infrastructure and employee training which began in 2018, Egypt Post now offers 27 digital government services, ranging from national identification and utility payments to social security and civil registry services. This initiative significantly reduces barriers to public services, particularly benefiting women, elderly citizens, and low-income and rural communities who previously faced substantial challenges accessing digital government services.

This digital modernization effort was also central to Egypt's broader strategy for financial inclusion and sustainable development. Egypt Post provides accessible digital financial services, including savings accounts, electronic remittances, and mobile wallet services, to over 25 million customers, many of whom are accessing formal financial services for the first time. Egypt Post also counts on the largest number (4.8 million) of financial accounts held by women of any financial institution or bank in the country. Moreover, Egypt Post has introduced its "Wassalha" and "Yalla" apps to promote e-commerce, providing MSMEs with access to tools that reduce barriers to conducting business online such as managing shipments, tracking orders, staff salary payments, supplier pay-outs, expense management, and electronic invoicing. The organization also launched a payment-on-delivery shipping product in 2020. In total, Egypt Post provides over 160 government, e-commerce, financial, and postal services through a combination of post offices, digital apps, kiosks and ATMs.

Sources: (Asariparambil, 2024; MicroSave, 2021; UPU, 2023b)

