



NEWS RELEASE

22nd March 2023

Views sought on postal services in Jersey.

The Jersey Competition Regulatory Authority (**the Authority**) has commissioned independent consumer research to explore Islanders' views on the current supply of postal services in Jersey and to help identify future needs.

The research will be carried out independently by Jersey-based 4insight and has been commissioned as part of a wider strategic review of postal services, commenced in October last year.

As well as understanding the level of awareness of postal services in the Island, the Authority wants to know if consumer needs are currently being met and their expectations for future services. The survey covers both letters and parcels and seeks to explore the different elements of each service, for example consumer experiences of sending and receiving.

Peter Hetherington, Senior Case Officer said, "We appreciate that many Islanders will have recently completed an annual customer survey conducted by Jersey Post, which is focused on benchmarking their ongoing performance. This new survey that we have commissioned aims to look more deeply into the postal market, to understand Islanders experiences of postal services, and what they think their needs will be in the future."

The Authority is the regulator for postal services in the Island and is required to protect and further the use of those services and, where appropriate, promote competition in the sector. At present Jersey Post is the only licensed postal operator in Jersey with a universal service obligation, which ensures all users receive a minimum level of service.

The last major review of postal services was undertaken in 2012, and there has been significant technical, cultural, and economic change over the following decade.

More information about the strategic review of postal services can be found on the [Authority's website](#).

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NOTES TO EDITORS:

4insight is a professional behavioural insight and marketing research agency. 4insight major on human-centric Qualitative Research, CX, UX and Eye-tracking in addition to Surveys.

www.4insight.info

The survey link is here: [Survey Link](#) and QR code is below



About The Jersey Competition Regulatory Authority

The Authority was established under the Competition Regulatory Authority (Jersey) Law, 2001. It is responsible for administering and enforcing the Competition (Jersey) Law 2005 and also regulates the telecoms and postal sectors and the Ports of Jersey.

The Authority strives to ensure that the markets work well for the benefit of all stakeholders, including Government, business, citizens, and consumers facilitating best value, choice and access to high quality services.