

Retail Network Changes

Effective 1st April 2026

Postal Services - Isle of Man Post Office (IOMPO) led improvements

These changes reflect how customers now choose to use postal services and ensure that local access remains sustainable across the Island.

1. Are post offices being closed?

No. Postal services remain available across the Island. Many locations will offer longer opening hours aligned with their host retailers. Postage can also be purchased online (24/7), with a free doorstep collection service.

2. Why will Willaston, Union Mills and Royal Avenue only offer core services?

These locations have low demand for more complex transactions (such as international parcel and non-standard services). Focusing on the services residents use most helps keep local access sustainable.

3. Why are Onchan and Foxdale changing provider?

The retail partners whom currently provide services on behalf of IOMPO have chosen not to continue. IOMPO will follow a compliant procurement process to find alternative solutions, seeking to maintain continuity of access.

4. What improvements are being made to postal services?

Longer opening hours, access aligned with retail opening times, and along with further improvements to 24/7 digital services, including our Online Postage and free doorstep collection service.

Frequently Asked Questions

Agency Services - Government & regulatory-driven changes

These changes relate to government services delivered through post offices and are driven by external regulatory requirements and Government department decisions.

1. Which agency services are changing?

From 1st April 2026, Foreign Exchange, Payment Exception Service (previously MiCard), bill payments and Treasury cheque encashment will be provided from five post office locations. Driving license and vehicle services will be withdrawn following a Department of Infrastructure decision.

2. Which five Post Office locations will provide the agency services?

- Douglas, Strand Street
- Peel, Atholl Street
- Port Erin, Church Road
- Castletown, The Parade
- Ramsey, Parliament Street

3. Why are agency services being moved to five locations?

The changes are being introduced to meet regulatory requirements following a Financial Services Authority (FSA) review of Isle of Man Post Office services covered by the Anti Money Laundering (AML) Code. Reducing the number of access points and the operational hours for these agency services, ensures that customers continue to be supported by trained staff operating in fully compliant environments.

4. What options are available if I cannot travel?

Most agency payments can be made by direct debit, phone, online, post or at the operators own counters. The Treasury Payment Exception Service (formerly MiCard) allows pension and benefit recipients to nominate a proxy to collect on their behalf.

Frequently Asked Questions

Agency Services - Government & regulatory-driven changes cont'd

5. Why is there a £650 limit on bill payments?

This is required under updated FSA guidance on AML compliance. The vast majority of Bill Payments made at post office counters fall below this limit.

6. How will people who need face-to-face help be supported?

Trained staff at the five designated locations will continue to offer support in person.

7. Why are vehicle and driving licence services stopping?

This is a decision made by the Department of Infrastructure.

8. Will any Post Office staff be affected?

These changes will alter how some services are staffed. We have well-established employee union agreed processes for managing change fairly and respectfully, ensuring affected employees are fully supported.

9. Are the changes a cost saving exercise?

No, the retail network has always been operated on a commercial footing. The changes to the retail network are driven by changing customer needs, as customers enjoy access to a greater and more convenient range of services channels, and compliance requirements. As agency transactions decline and are withdrawn, so does the related income. IOMPO must continue to act responsibly, ensuring appropriate reinvestment to develop and improve access to community postal services for its customers.

10. Were the public consulted?

These changes arise from Government decisions and regulatory compliance rather than IOMPO policy changes.