



Post Office customers can now collect parcels and letters using a free app for easier ID-verification

- People can now prove their identity using the new [Post Office EasyID](#) app, instead of documents such as a passport or driving license
- Created by digital identity company [Yoti](#), the app will benefit those who get parcels sent to Post Offices for collection including customers of online retailers and those who get missed mail deliveries sent to a local Post Office
- App can also be used as ID when buying age-restricted products including medicines, lottery tickets and computer games or when needing to prove who you are to transact online.
- New service is the latest demonstration of Post Office strategy to embrace new technology and support Postmasters, making parcel collection faster and more attractive to customers
- Also reflects Post Office aim to drive digital identity adoption to fight fraud and help people prove their identity safely in person and online

Post Office has today announced that customers can now collect parcels and letters from Post Offices using an app on their phone to show their ID, instead of having to bring a document such as a passport or driving licence with them.

Use of the new Post Office EasyID app will complement existing face-to-face verification using documents, providing a convenient alternative for those who choose it.

Among other benefits, the app will make life easier for the millions of people who buy items online from retailers and get them delivered to their local Post Office for collection. It is also handy for those who miss a home mail delivery and choose to get it delivered to a local Post Office instead, especially since many Post Offices are often open in the evening.

The free to download Post Office EasyID app can already be used for completing online transactions that require proof of identity and can be used across the UK at:

- 10,500 Post Offices for mail collection.
- 5,000 Post Offices that offer National Lottery ticket purchases or for claiming prizes under £500.
- 13,000 Payzone outlets within convenience stores as a proof of identity or a proof of age for example when buying a national lottery ticket or age-restricted items such as cigarettes.
- 12,000 retailers across the UK that already accept ID provided by [Yoti](#)

To use the Post Office EasyID app, customers download it from Android Play or the Apple App Store. They then verify their identity using documents such as a passport, driving licence or national ID card, and facial recognition software – like that used by automated airport barriers. This creates a secure digital ID on their mobile device, including their photo and date of birth, which is protected by their biometrics and a PIN, and can be presented in Post Offices and shops.

Yoti already provides digital IDs for staff in the NHS, Virgin Atlantic and the States of Jersey. Its approach minimises use and collection of data, and champions privacy and security.

Introducing the new Post Office EasyID app is the latest development in the Post Office's strategy to embrace new technology and deliver improvements that help Postmasters operate more efficiently. As Governments and businesses across the UK seek to facilitate easier confirmation of identity digitally in order to access services and to help combat fraud, the Post office's EasyID app provides people with a free-to-use service that can be used to control with whom and how they share their identity.

Nick Read, Chief Executive at the Post Office, said:

"Our free-to-use Post Office EasyID app is all about making life a little bit easier for the millions of people who use our branches to collect their parcels and other mail. Having the app means you don't need to show a physical copy of your driving licence or passport to prove your identity, meaning a quicker and safer experience in a branch.

"The app allows customers to build their own secure digital identity on their smartphone, enabling them to easily control and prove who they are to whichever business they want to interact with. We see this as an exciting opportunity for customers and postmasters alike and expect the app to become a standard way of verifying ID for many businesses nationwide.

"For Postmasters, the app brings a range of particular advantages. As well as making the collection process faster, it will encourage people to choose delivery to Post Offices and help drive footfall. In addition, the app can be used for proof of age in Post Offices and shops, to buy age-restricted items including lottery tickets and medicines."

Robin Tombs, Co-Founder and CEO of Yoti, said:

"Having announced our partnership with Post Office in February, we're delighted to see our first service go live so quickly – it's a testament to the collaboration between our teams.

"The UK government earlier this year said that 'a digital identity you can use easily and universally will be the cornerstone of future economies, unlock the digital economy, improve access to services, safeguard privacy and combat fraud.' EasyID demonstrates that Post Office and Yoti are driving innovation that will benefit consumers, business and its own Postmasters alike.

"Together we will transform the way that people prove their identity in the UK. We'll remove friction from ID processes online and on the high street, and tackle the growing threat of identity fraud."

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Download the app here:

Apple App Store: <https://apps.apple.com/gb/app/post-office-easyid/id1552010191>

Google:

https://play.google.com/store/apps/details?id=com.postofficeid.mobile.android.live&hl=en_GB&gl=US

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Notes to editors:

About Yoti

- Yoti is a digital identity and biometric technology company that allows organisations to verify identities and trusted credentials online and in person.
- Yoti's products span identity verification, age verification, document eSigning, access management, and authentication.
- Over 9 million people have downloaded the free Yoti app globally. Yoti is available in English, Spanish, French, German, Portuguese and Polish.
- Yoti is certified to ISO/IEC 27001:2013 for ID Verification Services, ISAE 3000 (SOC 2) Type 2 certified for its technical and organisational security processes.
- For more information please visit www.yoti.com

About the Post Office

- With over 11,500 branches, Post Office has the biggest retail network in the UK, with more branches than all the banks and building societies combined.
- Post Office is helping anyone who wants cash to get it whichever way is most convenient. Partnership with over 30 banks, building societies and credit unions means that 99% of UK bank customers can access their accounts at their Post Office.
- Cash withdrawals, deposits and balance enquiries can be made securely and conveniently over the counter at any Post Office; and the biggest investment by any organisation or company in the last decade is being made to safeguard 1,400 free-to-use ATMs across the UK.
- Post Office is simplifying its proposition for Postmasters with a focus on its cash and banking; mails and parcels; foreign exchange; and bill payments services.
- Research has found that visits to the Post Office help drive another 400 million visitors to other shops, restaurants and local businesses equating to an estimated £1.1 billion in additional revenue for High Street businesses.
- 99.7% of the population live within three miles of a Post Office; and 4,000 branches are open seven days a week

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