

## Amalgamation Frequently Asked Questions

FREQUENTLY ASKED QUESTIONS	ANSWERS
1. Has BotswanaPost merged with Botswana Couriers?	BotswanaPost and Botswana Couriers amalgamated into a single entity falling under the Ministry of Transport and Communication through Presidential Directive CAB 32(A)/2017.
2. When was the process of amalgamation completed?	The process was completed in December 2018
3. What is the company name that they are now operating under?	The company is operating under Botswana Postal Service Limited, trading as <b>BotswanaPost</b>
4. Will the amalgamated company provide the product and services that they did as separate entities?	The Amalgamated entity provides postal, courier, logistics and financial services to support the Government's agenda to provide efficient and cost effective services across Botswana.
5. How will the amalgamation process benefit me as a customer?	The combined entity provides a vast array of enhanced products and services (One stop shop). The geographical spread of access points has also added to the convenience to you as a customer.
6. How does this affect customers who do business with both companies?	Existing contracts have remained in place and will not be affected by the process
7. Are the operation hours affected?	Some of the outlets have been affected, therefore new operational hours will be displayed at their point of entry.
8. What should I do if I have more questions?	For more information or enquiries, please contact our Customer Service Department on 3911473