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For Immediate Release

COVID-19 UPDATE - BOTSWANAPOST PRODUCTS & SERVICES

Gaborone, Botswana: Select BotswanaPost branches will remain open countrywide despite the ongoing COVID-19 pandemic and declared state of emergency. The Post reassures the public that precautionary measures will be observed by both the organisation and customers alike. As such, each Post Office will only allow a maximum of 25 customers in its premises, of which a maximum of three (3) to 10 customers will be allowed in the Post Office banking halls dependent on the size. Sanitisation upon entry at all post offices will be enforced as per COVID-19 guidelines.

During this period, Post Office operating hours will be adjusted as follows: Monday to Friday: 0900hrs - 1300hrs, and Saturday 0900hrs - 1100hrs. To adhere to the social distancing requisites, customers are urged to utilise online platforms specifically PosoMoney and the BotswanaPost website accessible at www.botspost.co.bw.

All BotswanaPost products and services will be available during this period except for inbound and outbound International Mail due to the closure of borders and cancellation of flights. Furthermore, all mail will be subject to quarantine and disinfection for a period of two (2) weeks prior to delivery, resulting in delayed turnaround times.

The Post wishes to take this opportunity to gently remind the public that old age pension and Social Protection allowances are available for collection at any Post Office, at any time of the month. We further urge that beneficiaries avoid coming to the Post Office at the beginning of the month in large numbers. This is to curb the influx of beneficiaries being serviced at a go, especially in such a critical time where extreme social distancing is advised.

The Call Centre will be operational at the same time as the post offices and may be contacted at 3911473 or email enquiries@botswanapost.co.bw. They may also be reached via WhatsApp on 77537517.

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