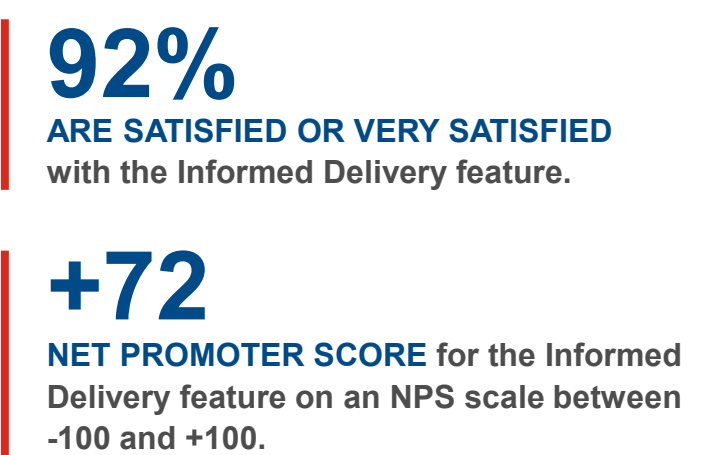


Informed Delivery[®] by USPS

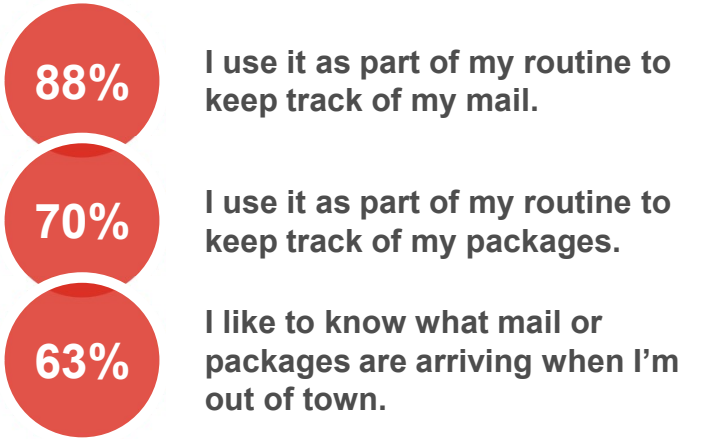
September 2025 Informed Delivery[®] User Survey | Aggregated Results

1,504 respondents in 1,415 ZIP Code[™] locations

USER SATISFACTION

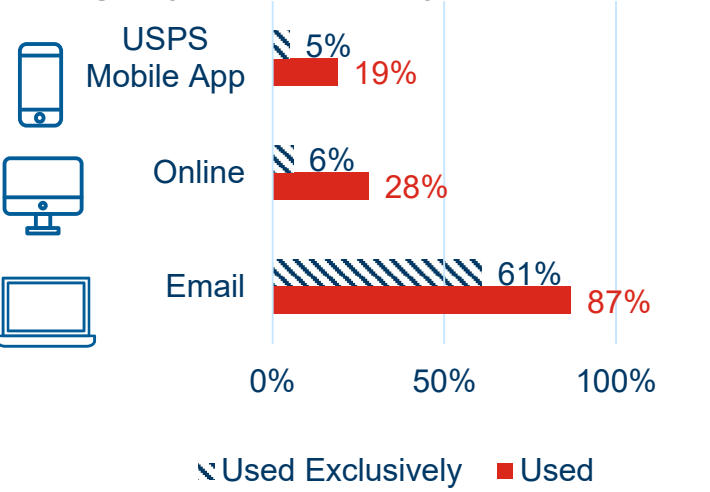


WHY INFORMED DELIVERY[®]?



NOTIFICATIONS

Percent of respondents who use each method for viewing daily Informed Delivery notifications



USER TESTIMONIALS

I am disabled and cannot go get my mail everyday with this service I can see what is coming everyday

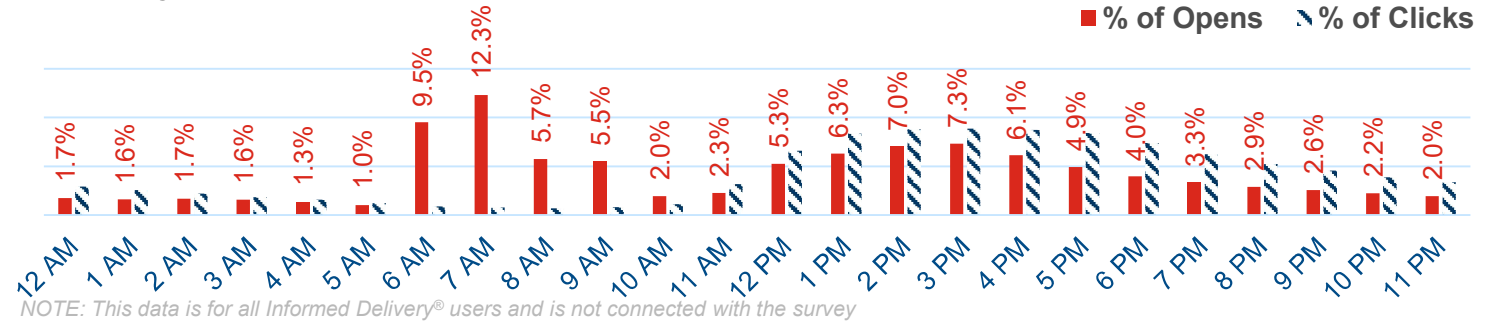
I have to drive 3 miles to get the mail from my PO Box, its good to know if there isn't anything to pick up.

I like to see what's coming, mail or packages and I don't walk to the mailbox if nothing is coming.

I got informed delivery to see whether/when letters from my son at basic training were coming. It's a convenience that I'll keep now even though he's now back in the civilian world.

ENGAGEMENT BY TIME OF DAY

User activity from 09/01/2025 – 09/30/2025, shown in local time.

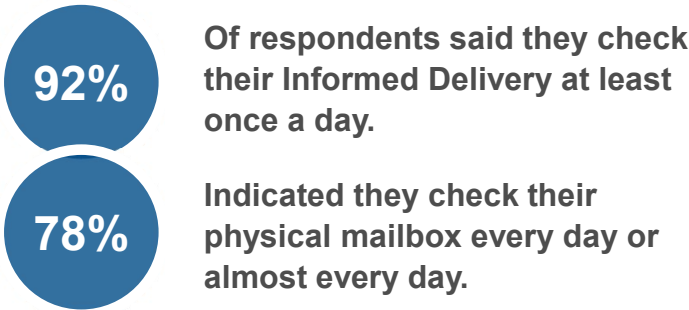


Informed Delivery[®] by USPS

September 2025 Informed Delivery[®] User Survey | Aggregated Results

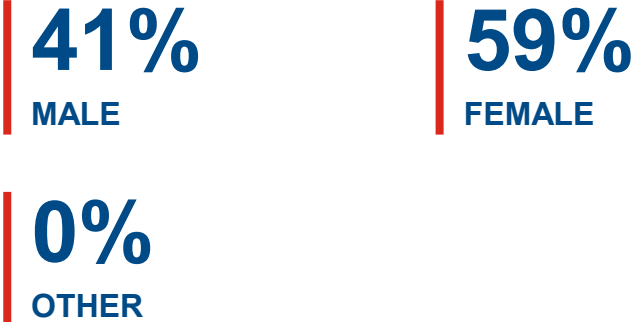
1,504 respondents in 1,415 ZIP Code[™] locations

MAIL USE PROFILE



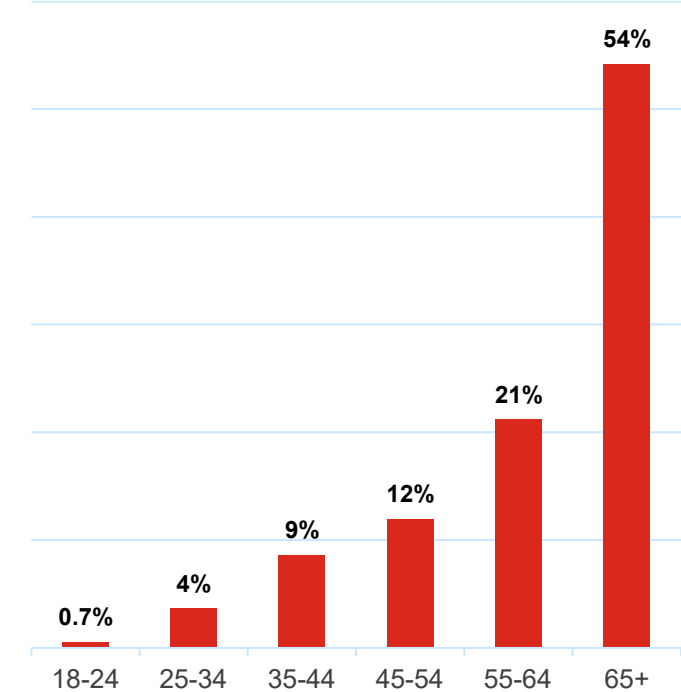
GENDER

*Out of 1,426 who answered



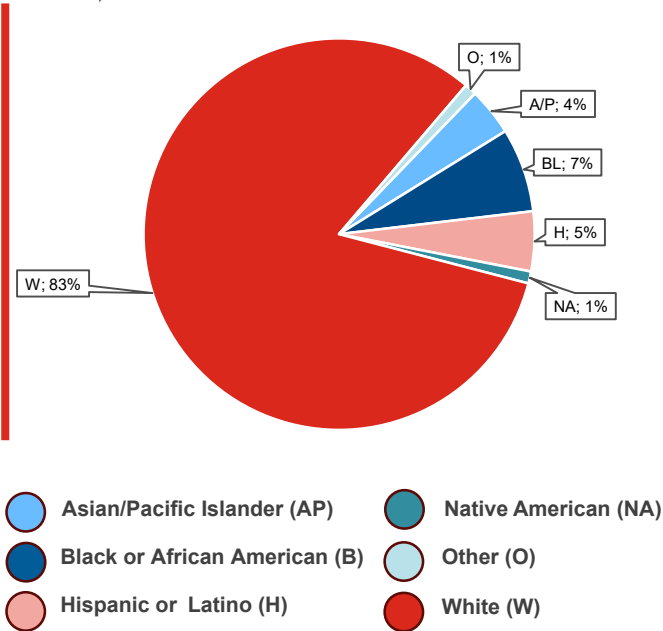
AGE

*Out of 1,399 who answered



RACE & ETHNICITY

*Out of 1,337 who answered



HOUSEHOLD INCOME

*Out of 971 who answered

