

The CNMC fines two postal operators for abandoning mail in Palma de Mallorca

- Correo Inteligente Postal S.L. and Hispapost S.A. failed to comply with their duty as trusted postal operators in the custody and management of mail.
- They have been fined 186 thousand and 44 thousand euros, respectively.

Madrid, 20 May 2024.- The National Markets and Competition Commission (CNMC) has fined two postal operators, Correo Inteligente Postal S.L. and Hispapost S.A., for abandoning mail, which constitutes a very serious infringement under postal regulations ([SNC/DTSP/025/24](#)).

The infringement proceedings were initiated after the police found an undetermined amount of mail items abandoned outdoors in Palma de Mallorca. The criminal proceedings ended with no identification of the person(s) who actually abandoned the letters.

Correo Inteligente Postal S.L. was the operator in charge of the letters at the time they were abandoned, while Hispapost, S.A. was the operator responsible for the postage of those letters (which had hired Correo Inteligente Postal to deliver them to the Balearic Islands).

During the infringement proceedings, the CNMC determined that both operators committed a very serious infringement by failing to comply with the duty of postal operators to safeguard and manage mail under Article 6 of [Law 43/2010, of 30 December 2010, on the universal postal service, users' rights and the postal market](#).

Fines

The fine imposed on Correo Inteligente Postal amounts to 186,668 euros. Hispapost admitted to the infringement during the proceedings and paid a fine of 44,000.55 euros.

The 6,758 recoverable letters were collected by Correo Inteligente Postal and delivered to their addressees.

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