

## Service Update

### Middle East & International destinations: Service delays and suspensions

11<sup>th</sup> March 2026

Please be advised that due to the current ongoing conflict mail and parcels to multiple destinations in the Middle East and surrounding regions are currently experiencing delays or service suspensions due to ongoing operational constraints, limited transport capacity, airspace restrictions and regional disruptions.

Below is the latest service status by destination:

#### Open – Delays Expected

- **Jordan** – Open (Delay)
- **Sri Lanka** – Open (Delay)
- **Saudi Arabia** – Situation Fluid (Delay)
- **Indonesia** – Open (Delay)
- **Pakistan** – Open (Delay)
- **Kenya** – Open (Delay)
- **Cambodia** – Open (Delay)

#### Service Suspended

- **Oman** – Service Suspended
- **Israel** – Service Suspended
- **Iran** – Service Suspended
- **Iraq** – Service Suspended
- **Bahrain** – Service Suspended
- **Qatar** – Service Suspended
- **United Arab Emirates (UAE)** – Service Suspended
- **Kuwait** – Service Suspended

### What This Means for Customers

- Customers sending items to “Open (Delay)” destinations should expect extended transit and delivery times.
- Items destined for countries listed as Service Suspended cannot currently be accepted.
- We continue to monitor the situation closely and will restore services as soon as operational conditions permit.

We appreciate your patience and understanding during this period of disruption.