

# FANbox - Performance. Satisfaction. Efficiency.

STUDY ON COMPANIES AND INDIVIDUALS\*

\*Data from the October 2024 survey measuring perceptions of locker delivery services.

\*Sample consisting of 125 respondents, including companies and individuals, both FAN Courier clients and non-clients.

# What is FANbox?

FANbox is a specialized service by FAN Courier that offers convenient parcel pick-up and drop-off at fixed points (lockers). Designed for both individuals and businesses, it streamlines parcel management, making it more efficient and user-friendly.

## KEY FEATURES



### SECURE LOCKERS

FANbox lockers are equipped with advanced security systems, including 24/7 video monitoring and anti-burglary alarms, ensuring maximum protection.



### SUSTAINABILITY

By optimizing deliveries, FANbox contributes to reducing the carbon footprint, offering an eco-friendly alternative for shipments.



### SIMPLE AND FAST DELIVERY

Parcels are delivered to customers via an extensive network of strategically placed lockers in areas of interest.



### REDUCED COSTS

Delivery costs can be reduced by up to 20% with FANbox – a modern and efficient solution for parcel shipping.



### FLEXIBILITY

Lockers are available 24/7 for both drop-off and delivery.  
Payments are made easily using bank cards.  
Returns are streamlined, with no need to print AWBs.  
Parcels can be redirected to the nearest locker when the recipient is not at home.



### LOWER RETURN RATES

FANbox lockers help decrease refusal rates, ensuring an optimal experience for buyers.



### OPTIMIZED BACK OFFICE

A comprehensive tracking system and dedicated call center reduce the number of customer service calls.



# DELIVERY TO LOCKERS, THE CHOICE OF MORE AND MORE MERCHANTS

## BUYER PRESSURE ON ONLINE MERCHANTS IS CLEAR

91%

Over 91% of merchants who offer locker delivery will continue to use this service in the future.

### MAIN REASONS:

37% Customer demand

28% Increase in customer satisfaction

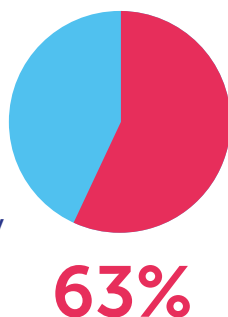
26% Reduction in delivery costs

29%

of companies that do not currently offer locker delivery plan to implement this service in the future.

## MORE SATISFIED BUYERS, A CLEAR ADVANTAGE FOR MERCHANTS

63% of merchants who use lockers as a delivery method confirm that this service significantly contributes to increased customer satisfaction.



## EVALUATION OF THE FANbox DELIVERY SERVICE

84% of customers using locker services are satisfied with their providers.

84%



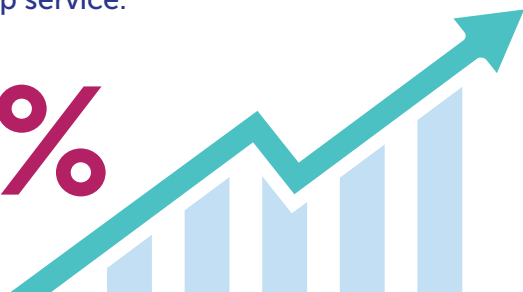
How do you rate the locker delivery service?  
(1 = very dissatisfied, 5 = very satisfied)

Parcel security	4.56	★ ★ ★ ★ ★
Accessibility of locker locations	4.36	★ ★ ★ ★ ☆
Support provided by the supplier	4.36	★ ★ ★ ★ ☆
Delivery speed	4.33	★ ★ ★ ★ ☆
Service costs	4.33	★ ★ ★ ★ ☆

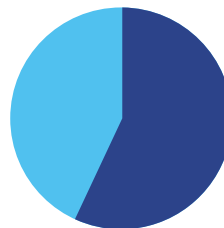
## HIGH LEVEL OF SATISFACTION WITH LOCKER USAGE AMONG CUSTOMERS

89% of individual customers report being satisfied or very satisfied with the locker delivery/pick-up service.

89%

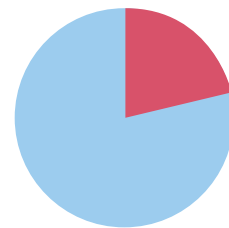


## WHY DO CUSTOMERS CHOOSE FANbox?



62%

Availability  
of lockers



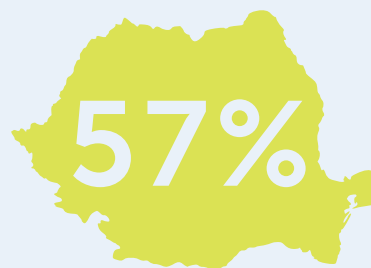
38%

Comfort



## THE FANbox NETWORK, CONTINUOUSLY EXPANDING NATIONWIDE

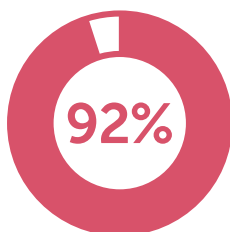
- 57% appreciate the locker's location near their home or workplace.



Proximity,  
the main  
advantage

## SERVICE USAGE FREQUENCY:

- 92% of respondents state that they use the locker pick-up and drop-off service at least 2-3 times per month.
- 4% of respondents use the service multiple times per week.



## ANNUAL INCREASE OF THE USAGE RATE OF FAN COURIER FIXED POINTS.

Romanians used FAN Courier fixed points 33% more than last year, and their usage frequency increased by 15% compared to 2023.



## INCREASE IN PREFERENCE FOR FANbox AS A DELIVERY OPTION

FANbox's popularity grew by 9% in 2024 compared to the previous year among FAN Courier customers.

9% ↑

# IT'S TIME TO INTEGRATE FANbox AS A DELIVERY SOLUTION!