

# SECURE DISTRIBUTION

Made by e-Boks. e-Boks without SSN. A safer alternative to email



The logo for e Boks, consisting of a red square with a white lowercase 'e' followed by the word 'Boks' in a white sans-serif font.

# A safer alternative to email

A large number of Danish companies that send a lot of letters to their customers do not have the option to use e-Boks: the Danes' favourite secure mailbox. This is because they don't have their customers' or recipients' CPR numbers (SSN).

There may be several reasons why companies don't have these numbers, but until now this has meant that e-Boks has been closed to them, forcing them to send expensive, physical mail, or insecure emails.

Industries that typically can't use e-Boks are: utilities, telecoms companies and small, private businesses.

e-Boks without SSN is the answer to their challenge.

With our solution, name and address, mobile number or emailaddress can be

'exchanged' for a SSN, and e-Boks' secure and familiar solution is available.

A survey conducted by e-Boks shows that over 25% of Danes do not know the name of their utility company, 40% do not track their consumption and approximately 33% often delete emails without reading them because they think they are spam or phishing.

By communicating via e-Boks, each company can increase awareness and knowledge.

A mailing must contain at least an address - or any other allowed identifier - and a letter, then we deliver it to a citizen or customer either in e-Boks or as a letter.

So far, more than 80% of e-Boks' over five million unique users have agreed to allow us to exchange names and addresses for SSN - and the number is still growing.

# Advantages for the sender

- The sender can send to e-Boks without knowing the recipient's CPR number - instead, various combinations of recipient name and address, mobile number or email address can be used
- 80% of e-Boks' recipients have agreed to allow us to retrieve address information from the CPR register
- Sending digital documents has a positive effect on company postage costs
- High open rates of documents and messages to recipients
- GDPR compliance ensures secure sending of sensitive and personal information
- Efficient integration processes when using your own systems
- Reduced workload with digitally sent documents.

# Benefits for the end user

- Recipients can now receive mail from senders who do not know their social security number, but know their address and name, mobile number, or email address
- Digital documents reach the end user faster and at any time compared to old-fashioned physical mail. And it's just as secure
- No need for stacks and stacks of mail. End users can archive messages and documents in a free, personalised, lifetime archive in e-Boks
- No phishing and spam emails - only authorised senders
- Easy access to documents on the PC or in the e-Boks app (smartphone or tablet).

# Features

e-Boks without CPR allows Senders to deliver digital mail using alternative, verified identifiers such as email addresses and mobile numbers, subject to the recipient's consent to digital post and identification in e-Boks.

## Address and name

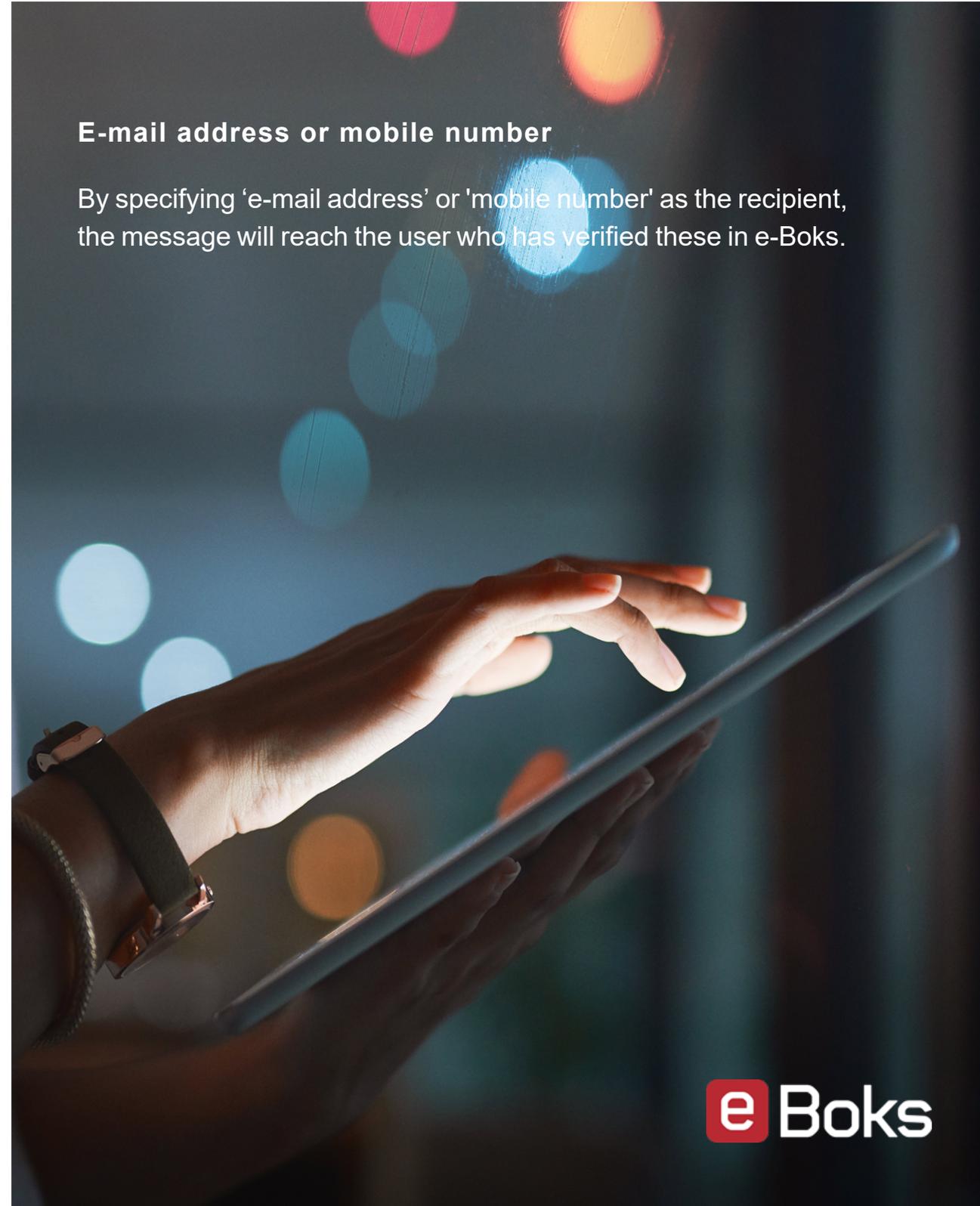
By specifying 'address, first and last name' or 'first name and address' as the recipient, the message hits the end user with the exact combination. Common to the first two ways of sending is that the message can only be delivered to one recipient. If there are two recipients for the same letter, it will not be delivered.

## Address

By specifying 'address' as the recipient, the message reaches all e-Boks users who have consented to us converting their name and address to a CPR number.

## E-mail address or mobile number

By specifying 'e-mail address' or 'mobile number' as the recipient, the message will reach the user who has verified these in e-Boks.



## Data quality requirements

What you as a Sender need to pay close attention to is, of course, the quality of the addressing data that e-Boks receives.

This means that:

- the user's unique mobile number (as stated on the user's e-Boks profile page).
- the first name is the first first name that comes before the last name  
*Paul Peter Parslee Smith* (first name)
- the surname is the last word of the name  
*Paul Peter Parslee Smith* (surname)
- the address, as listed in the CPR register or KVHX key
- the user's unique email address (as stated on the user's e-Boks profile page)

If you have the recipient's social security number (SSN), always use it. If you choose e-Boks without CPR, use the necessary and correct information (name, address/KVHX, email, mobile number) to reach the end user. Make sure the information matches the personal data in the message. Preferably, send mail **without sensitive information** when using e-Boks without a social security number.





## Pay attention to

e-Boks always tries to find one recipient for a dispatch. If we cannot, we do not deliver. The only exception is when the sender only addresses with an address or KVHX key: then you can reach multiple recipients.

If you send to name + address or KVHX key and there are two people with the same name who have both given address consent, no one will receive the message and the item will appear on an error list.

If you send to an address where two people with the same name live and only one has given consent, the person who gave consent will receive the letter. And it could be the wrong person.

If you send to an address, all people who have given consent will receive the letter. For this reason, you should never send letters containing personal information in this way.

If the above information is incorrect, the digital mail will not arrive.

When an email address or mobile number is used as an identifier in e-Boks, multiple users may enter the same email address or mobile number as their primary contact information.

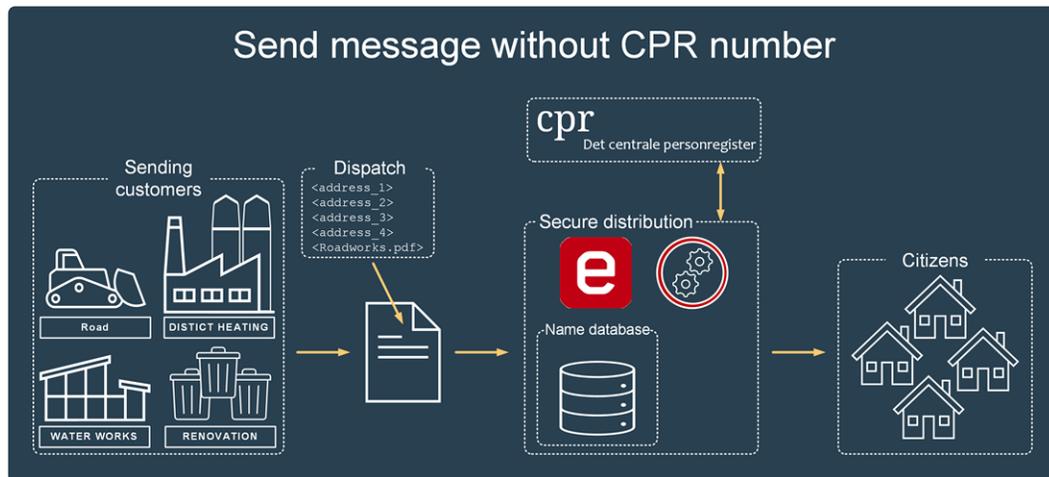


However, only one e-Boks user can claim ownership of that specific email address or mobile number. As a result, all messages sent to it will be delivered exclusively to the user who has claimed it.

# Process

In order to use our solutions, including e-Boks without a CPR number, you must be set up as a sender.

A sender wants all citizens at four given addresses to receive a letter in e-Boks.



The sender has two options for sending messages:

**Submit via REST** | By using Secure Shipping, you submit your shipments via our REST interface.

**Send via e-Boks Direct** | By sending via e-Boks Direct, you send your shipments via a file in a specific format.

The sender creates and submits a file to e-Boks. In addition to a cover letter, the file contains a list of recipients, all identified by address or address, first and last name, mobile number or e-mail.

If the file meets e-Boks' requirements for receiving it, we pick out the recipients and compare them with updated address information from the CPR register - if there is a match, the message ends up in the recipient's e-Boks inbox.

All citizens who have consented to e-Boks exchanging their address and name information for CPR numbers are contained in a database maintained by e-Boks. When an address/name combination hits this database, we find the CPR number and the letter ends up in the citizen's digital mailbox.

We update our database of names and addresses frequently, but only among those citizens who have given their consent for us to look them up in the CPR register. More than 80% of all our users have given this consent.

Naturally, citizens with name and address protection cannot receive digital mail via this solution.

Items that reach more than one recipient will be rejected and will appear on an error list that the sender can adjust to.

# About us

e-Boks is a trusted Nordic provider of secure platforms and digital postboxes.

We offer companies and public authorities a user-friendly, effective, intuitive, compliant and secure platform for digital communication.

Since 2001, e-Boks has empowered companies and governmental organisations to send millions of documents through the platform each year and bring their organisations into the digital age.

e-Boks helps businesses' communications meet the strictest global security standards; giving their customers the trust that their data is safe.

Today, we are an important infrastructural component across the globe, where we have passed more than 24 million users.

[Read more](#)

# Facts about the platform

598 million

letters sent 2025

193,346

signed documents each month

41,095

invoices for payment each day

68,264

documents are sent every hour

[Get in touch](#)

If you want to know more about our services ..



# Want to know how e-Boks can help you transform your business?

Read all about it

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