

Denmark's Digital Post Exemption — Opt-Out Safety Valve for a Mandatory Digital State

Digital Inclusion · Good practice · Denmark

Quality score: 92/100

Evidence strength: Strong

Summary

Denmark made Digital Post mandatory from 2014, then let citizens who cannot cope digitally be exempt. Since 1 June 2023 an exemption also covers mandatory self-service. In Q1 2026, 238,479 residents were exempt and 4.86 million received Digital Post.

Key dimensions

Dimension	Score
Innovation level	3/5
Sustainability (ongoing)	1/1
Evaluation evidence	1/1
Demonstrated reach	1/1
Documented learning	1/1

Evaluated by C-NAPSE

Data sources

[C-NAPSE web research](#) — accessed 2026-09-29

[Agency for Digital Government \(Digitaliseringsstyrelsen\), Denmark](#) — accessed 2026-09-29

[Agency for Digital Government — Digital Post statistics](#) — accessed 2026-09-29

[Life in Denmark — Mandatory self-service and exemption](#) — accessed 2026-09-29

[Diginomica — Denmark has made digital mandatory](#) — accessed 2026-09-29

[Roskilde University — E-government harm \(Berger, 2015\)](#) — accessed 2026-09-29

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