



[REDACTED]

Date
22 August 2024

[REDACTED]
[REDACTED]

Post Office
100 Wood Street
London EC2V 9ER

Your Ref:

Classification:
Public

Dear [REDACTED],

Freedom of Information Request – FOI2024/00917

We are writing in response to your email received by Post Office Limited (“**Post Office**”) on 11 June, which has been dealt with under the terms of the Freedom of Information Act 2000 (“**FOIA**”). We sincerely apologise for the delay in our response.

In your email you have requested the information shown verbatim in bold below:

“A recent letter from you refusing FOI Request FOI2024/00650 makes reference to the potential occurrence of third party fraud affecting Post Office ATMs:

https://www.whatdotheyknow.com/request/new_post_office_atms/response/2673486/attach/3/FOIA%20Response%20FOI2024%2000650.pdf?cookie_passthrough=1

Please can you disclose how many cases of third party fraud (not including vandalism) involving ATMs have been identified across the network per year since 2000.

If this date range is too wide, please can you disclose how many cases of third party fraud (not including vandalism) involving ATMs have been identified across the network per year 2002-2007 and 2015-2020.”

Post Office started the migration of the ATM network from Bank of Ireland to us in September 2021 and completed in March 2022. Bank of Ireland and their third-party

service provider, Wincor would have had ownership of the ATMs before 2021. As a result, Post Office does not hold any responsive information prior to 2022.

We have, therefore, used 2022 as our start date to consider your request for information, i.e., between 2022-2024, and can confirm that to locate, retrieve and extract this information would exceed the cost of compliance under section 12(1) of the FOIA.

We have, therefore, considered your narrowed request for information for the years 2002-2007 and 2015-2020. We can confirm that Post Office does not hold this information, as the data controller of this information is the Bank of Ireland and their third-party service provider, Wincor.

If you are dissatisfied with the handling of this response, you do have a right to request an internal review. You can do this by writing to the address above within 40 working days of receipt of this response stating your reasons for your internal review request or alternatively, by emailing information.rights@postoffice.co.uk.

If, having requested an internal review by Post Office, you are still not satisfied with our response you also have a right of appeal to the Information Commissioner at:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire SK9 5AF

Telephone: 0303 123 1113
www.ico.org.uk/foicomplaints

Yours sincerely,

Information Rights Team
information.rights@postoffice.co.uk
<https://corporate.postoffice.co.uk/en/governance/access-to-information/access-to-information/>

Post Office Limited is committed to protecting your privacy, information about how we do this can be found on our website at www.postoffice.co.uk/privacy