



Date
30 September 2025

Post Office
100 Wood Street
London EC2V 9ER

Your Ref:

Classification:
Public

Dear [REDACTED],

Freedom of Information Request – FOI2025/00625

We are writing in response to your email received by Post Office Limited (**"Post Office"**) on 2 September 2025, which has been dealt with under the terms of the Freedom of Information Act 2000 (**"FOIA"**).

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

**"* Please provide me with the number of limited companies who have received and accepted a payment following the Horizon Shortfall Scheme
* Please provide me with a table of awards paid in the following categories (for clarity 'K' is a thousand and 'M' is a million):**

- * Less than £100k**
- * £100k - £199K**
- * £200k - £299K**
- * £300K - £399K**
- * £400K - £499K**
- * £500k - £599K**
- * 600K - £699K**
- * £700K - £799K**
- * £800K - £899K**
- * £900K - £999K**
- * Above £1M"**

We can confirm that Post Office does hold the information you have requested. We have interpreted your request to relate to those limited companies for which Post Office has settled a full and final payment, not limited companies who have received an offer and, in some cases, also received an interim payment whilst the claimant is considering the offer, or whilst the offer is being processed within the dispute resolution team.

Please see below table for details:

Amount	Volume Of Settlements
Less than £100k	606
£100k - £199K	<5
£200k - £299K	<5
£300K - £399K	0
£400K - £499K	<5
£500k - £599K	0
600K - £699K	<5
£700K - £799K	0
£800K - £899K	0
£900K - £999K	<5
Above £1M	0

Where there are fewer than 5 individuals in any payment amount bracket we have decided that the information should be withheld under sections 40(2) and 40(3A) of the FOIA, as the information constitutes personal data relating to other persons.

These sections exempt personal information from disclosure if that information relates to someone other than the applicant, and if disclosure of that information would breach any of the data protection principles in Article 5(1) of the UK General Data Protection Regulation ("GDPR").

We consider that disclosure of this information is likely to breach the first data protection principle, which provides that personal data must be processed lawfully, fairly, and in a transparent manner. Disclosure would not constitute 'fair' processing of the personal data because where there are fewer than 5 individuals in any payment bracket, there is a possibility of these individuals being identified.

In these cases “<5” is used to indicate that a figure between 1 and 5 is being suppressed.

Please note the amounts paid include, where applicable, tax top-ups and 75k top up values, although in some cases the tax top-up, or the £75k top-up may still be outstanding.

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