



Date
16 August 2024

Post Office
100 Wood Street
London EC2V 9ER

Your Ref:

Classification:
Public

Dear [REDACTED],

Freedom of Information Request – FOI2024/00367

We are writing in response to your email received by Post Office Limited (“**Post Office**”) on 29 February, which has been dealt with under the terms of the Freedom of Information Act 2000 (“**FOIA**”). We sincerely apologise for the delay in responding to this request.

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

“Please release the information you hold about the amounts of money being lost across the network in each of the years between 2019/2020 and today (2023/2024 - though I appreciate we have not yet reached year-end).”

To be clear, the information I am seeking is the amounts of unexplained shortfalls in branches which you have been writing off for accounting purposes.”

Having exceeded the appropriate costs limit of 18 hours on this request, we are writing to advise you that due to the way the data is captured in the finance system, Post Office is unable to identify any write-offs that are directly related to ‘unexplained shortfalls’ and, therefore, the information that you have requested is not held.

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