



Date
01 May 2025

Post Office
100 Wood Street
London EC2V 9ER

Your Ref:

Classification:
Public

Dear [REDACTED],

Freedom of Information Request – FOI2025/00244

We are writing in response to your email received by Post Office Limited (**"Post Office"**) on 1 April, 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:

- "1. A date and timed stamp copy of the email sent by Costcutter (Northam) to the Post Office that informed them of a faulty Payzone payment terminal.**
- 2. All correspondence between the Post Office and Costcutter (Northam) once the faulty Payzone terminal had been reported to the Post Office.**
- 3. All documents relating to the Post Office requesting a new payment terminal from Payzone, and the date when the new terminal was installed.**
- 4. The last five digits from serial number from the faulty and replacement Payzone terminal sent to Costcutter (Northam)."**

We can confirm that Post Office does not hold the information you have requested.

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