



Post Office Horizon Shortfall Scheme

June 2025 Report

Introduction

The Horizon Shortfall Scheme (HSS) aims to assess and resolve applications from current and former postmasters who believe they may have been affected by shortfalls related to previous versions of Horizon. Since September 2024, current and former postmasters can apply for the £75k Fixed Sum Award (FSO) as an alternative to having their claim fully assessed. The HSS does not apply to those who have Horizon-related criminal convictions or were plaintiffs in the GLO since other schemes exist for these individuals.

If a postmaster is unhappy with their fully assessed claim outcome, they can seek legal advice at Post Office's cost and either take advantage of a dispute resolution process which includes independent mediation or use the Government-led Appeals process, HSSA.

Figures

The position in respect of claims as at 30 June and 31 March 2025 is as follows:

Offer and Payment progress for original 2,417 eligible claimants	30 June 2025	31 March 2025
Number of eligible claims still awaiting an offer	0	0
Total number of settlement offers sent to date	2417	2417
Total value of settlement offers made to date (does not include the separate offers for tax top-up payments or offers for top-up payments to £75k for eligible claimants)	118.40m	£116.90m
Total paid to applicants to date (includes all payments as detailed below)	£224.18m	£217.09m
Total number of final settlement payments made to date	2119	2107
Total value of final settlement payments made to date	£76.15m	£75.11m
Total value of interim payments made to date	£36.73m	£33.71m
Total number of Top-Up payments to £75k made to date	1607	1571
Total value of Top-Up payments to £75k made to date	£95.65m	£93.84m
Total number of Tax Top-Up payments made to date	1906	1867
Total value of Tax Top-Up payments made to date	£15.48m	£14.43m
Claims going through dispute resolution	176	201



Offer and Payment progress for subsequent applications (since Oct 2022)	30 June 2025	31 March 2025
Number of eligible claims received to date	2355	2300
Total number of full assessment settlement offers sent to date	696	589
Total number of fixed sum award settlement offers sent to date	928	758
Total value of settlement offers made to date (does not include offers for Tax Top-up payments or offers for Top-Up payments to £75k for eligible claimants)	£46.70m	£37.90m
Total paid to applicants to date (includes all payments as detailed below)	£125.61	£95.50m
Total number of full assessment final settlement payments made to date	452	381
Total value of full assessment final settlement payments paid to date	£25.04m	£19.97m
Total value of interim payments paid to date	£12.56m	£9.71m
Total number of fixed sum (£75k awards) paid to date	919	681
Total value of fixed sum (£75k awards) paid to date	£68.07m	£51.17m
Total number of Top-Up payments to £75k made to date	281	222
Total value of Top-Up payments to £75k made to date	£15.65m	£12.36m
Total number of Tax Top-Up payments made to date	376	258
Total value of Tax Top-Up payments made to date	£4.29m	£2.29m
Claims going through dispute resolution	70	90

Observations

- 99% of HSS claimants elect for the £75k Fixed Sum Offer (FSO) as an alternative to having their claim fully assessed.
- Circa 22k postmasters who have not yet applied to the HSS have been contacted and up to another c.7.5k are expected to be invited over the next couple of months. We have engaged with 'Voice of the Postmaster' and the NFSP and have used internal systems to point current postmasters to the Scheme information and FSO option and application form on the website. Alongside any announcement of an HSS closure date for new applications when agreed, we would expect to write again.
- Post Office welcomes Sir Wyn Williams' Inquiry Volume 1 Report and, working closely with the Department for Business and Trade, will provide a full response to the Inquiry by 10 October 2025, as requested by Sir Wyn.

23 July 2025