



Post Office Horizon Shortfall Scheme

March 2026 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, which Post Office will cover reasonable costs for, 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 31st March 2026 and 19th December is as follows:

Offer and Payment progress for original 2,417 eligible claimants	31st March 2026	19th December 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)	114.8m	114.8m
Total paid to applicants to date (includes all payments as detailed below)	£233.89m	£232.35m
Total number of final settlement payments made to date	2132	2130
Total value of final settlement payments made to date	£76.79m	£76.72m
Total value of interim payments made to date	£38.72	£38.62
Total number of Top-Up payments to £75k made to date	1652	1636
Total value of Top-Up payments to £75k made to date	£97.53m	£97.07m
Total number of Tax Top-Up payments made to date	2016	1996
Total value of Tax Top-Up payments made to date	£20.85m	£19.94m
Claims going through dispute resolution	36	94



Offer and Payment progress for subsequent applications (since Oct 2022)	31 st March 2026	19 th December 2025
Number of eligible claims received to date	2636	2452
Total number of full assessment settlement offers sent to date	944	935
Total number of fixed sum award settlement offers sent to date	1308	1214
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)	£57.40m	£57.20m
Total paid to applicants to date (includes all payments as detailed below)	£172.77m	£162.30m
Total number of full assessment final settlement payments made to date	582	554
Total value of full assessment final settlement payments paid to date	£32.08m	£31.01m
Total value of interim payments paid to date	£18.53m	£17.00m
Total number of fixed sum (£75k awards) paid to date	1262	1169
Total value of fixed sum (£75k awards) paid to date	£93.74m	£87.13m
Total number of Top-Up payments to £75k made to date	376	361
Total value of Top-Up payments to £75k made to date	£20.76m	£20.09m
Total number of Tax Top-Up payments made to date	520	488
Total value of Tax Top-Up payments made to date	£7.66m	£7.07m
Claims going through dispute resolution	15	35

Observations

- **All Payments** - Payments under the Horizon Shortfall Scheme continue to progress, with a total of £406.66m (Original Pre Oct 22 £233.89m + Post Oct 22 £172.77m) paid to applicants as of 31 March 2025, inclusive of final settlements, interim payments, fixed sum awards and top-up payments.
- **Settlement Payments Only** - 2,714 (Original Pre Oct 22 2,132 + Post Oct 22 582) final settlement payments have been made to date, with a total value of £108.87m (Original Pre Oct 22 £76.79m + Post Oct 22 £32.08m), reflecting the continued completion of fully assessed claims.
- **£75K Top Up Payments Only** - Top-up payments to £75k remain a key feature of the Scheme, with 2,028 (Original Pre Oct 22 1,652 + Post Oct 22 376) payments made and a total value of £118.29 (Original Pre Oct 22 £22 97.53m + Post Oct 22 £20.76m) paid to eligible applicants.
- Also, the Horizon Shortfall Scheme Appeals (HSSA) process, launched earlier in 2025, continues to develop with hundreds of entity registrations progressing through eligibility checks and transfers from dispute resolution, reflecting a growing post-offer challenge pathway.