



Date  
24 July 2024

Post Office  
100 Wood Street  
London EC2V 9ER

Your Ref:

Classification:  
Public

Dear [REDACTED],

## Freedom of Information Request – FOI2024/00575

We are writing in response to your email received by Post Office Limited (“**Post Office**”) on 8 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) Please can you say what SPM income was as a percentage of POL revenue for financial years 2020-2021, 2021-2022, 2022-2023 & 2023-2024, please?**

**Ref: FOI2021 00124**

**2) Please can you give a yearly amount of post office branch losses that have been written off for financial years 2022- 2023 & 2023-2024?**

**Ref: FOI2022 00712**

**3) Please could you provide an update to IR2023 0005 for years 21/22, 22/23 & 23/24.**

**Percentage of Revenue from branch\***

**\* This has been derived to provide an indicative view, using product sets which are largely sold in branches vs products largely sold through other platforms, rather than precise data as we do not hold the data in the format you have requested.**

**Ref: FOI2022 00722”**

We can confirm that Post Office does hold the information you have requested.

The figures for the financial year 2023/24 are currently being reviewed as part of an audit that is carried out each year. Therefore, where figures are provided for these years, they are unaudited and may change after the review process.

**1) Please can you say what SPM income was as a percentage of POL revenue for financial years 2020-2021, 2021-2022, 2022-2023 & 2023-2024, please?**

Please find the table below which outlines postmasters' remuneration as a percentage of Post Office turnover, between 2020-2024.

Financial Year	Percentage
2020/21	43%
2021/22	47%
2022/23	45%
*2023/24	45%

\*The figures for 2023/24 are unaudited.

**2) Please can you give a yearly amount of post office branch losses that have been written off for financial years 2022- 2023 & 2023-2024?**

Please see the table below for Post Office branch losses that have been written off. These write-offs only relate to those applied to the Postmasters' accounts.

Financial Year	Total
2022/23	£ 2,016,103.30
*2023/24	£ 5,017,706.55

\*The figures for 2023/24 are unaudited.

**3) Please could you provide an update to IR2023 0005 for years 21/22, 22/23 & 23/24.**

Please see the table below which provides the indicative view, using product sets which are largely sold in branch, versus products largely sold through other platforms. This is an update to a previous response, reference IR2023/00051.

Financial Year	2021/22	2022/23	*2023/24
Percentage of revenue from branch	89%	84%	84%

\*The figures for 2023/24 are unaudited.

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](mailto: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](http://www.ico.org.uk/foicomplaints)

Yours sincerely,

Information Rights Team  
[information.rights@postoffice.co.uk](mailto:information.rights@postoffice.co.uk)  
<https://corporate.postoffice.co.uk/en/governance/access-to-information/access-to-information/>

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