



[REDACTED]

Date
31 October 2024

[REDACTED]

Post Office
100 Wood Street
London EC2V 9ER

Your Ref:

Classification:
Public

Dear [REDACTED],

Freedom of Information Request – FOI2024/01337

We are writing in response to your email received by Post Office Limited (“**Post Office**”) on 3 October, 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:

“I hope this message finds you well. Given the today's unfortunate news of losing the Moneygram service, I am gathering data to support discussions on the potential revenue loss for Sub Postmasters.

Could you please provide the total commission earned by Postmasters for selling Moneygram products over the last twelve months, as well as the total commission over the lifetime of the contract? This information will be invaluable in assessing the financial impact on our network.

Thank you in advance for your assistance.”

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

However, the information is being withheld as it falls under the exemption in section 43(2) of the FOIA, which relates to information which would, or would be likely to, prejudice the commercial interests of any person (including the public authority holding it). In applying this exemption, we have had to balance the public interest in withholding the information against the public interest in disclosure.

We recognise that there is a public interest in disclosure of information concerning details of commission earned by Postmasters for selling MoneyGram products as this helps promote transparency in Post Office business and reassurance about the way public money is being spent.

However, there is a strong public interest in withholding the information as it would, if disclosed, prejudice the commercial interests of Post Office. This is because disclosing information about commission earned through selling MoneyGram products would prejudice Post Office commercial interests as this will give other similar products a competitive advantage to Post Office detriment. It can also adversely impact Post Office's future negotiating strength with current and future partners. It will also weaken Post Office ability to realise its aim to be more commercially sustainable and less reliant on government subsidy. It would not be in the public interest to disclose information if Post Office would be unable to operate in a fair marketplace regarding the competitive dialogue procedure and are commercially damaged by the release of the information.

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