



[REDACTED]

Date
16 October 2024

[REDACTED]
[REDACTED]

Post Office
100 Wood Street
London EC2V 9ER

Your Ref:

Classification:
Public

Dear [REDACTED],

Freedom of Information Request – FOI2024/01273

We are writing in response to your email received by Post Office Limited (“**Post Office**”) on 18 September, which has been dealt with under the terms of the Freedom of Information Act 2000 (“**FOIA**”).

In your email you have requested information regarding the £75k Top Up Scheme.

We can confirm that Post Office does hold some of the information you have requested. Please see in bold your request verbatim with answers to each question in turn below.

- **“How many SPM have received top up payments under this scheme?”**

The information that you have requested is available on the Post Office corporate website at this link: corporate.postoffice.co.uk/en/horizon-scandal-pages/horizon-shortfall-scheme-latest-data-on-progress/

As the information is reasonably accessible to you by other means, under section 21 of the FOIA, Post Office are not required to provide a copy of the information with this response.

- **“What was the smallest sum a SPM claimed under the HSS scheme that has resulted in a top up to £75k? A thousand pounds ,a hundred pounds, less than a hundred pounds ,maybe fifty or twenty quid?”**

The information that you have requested is available from the Post Office Horizon IT Inquiry website here: [Post Office Limited submissions on compensation.pdf \(postofficehorizoninquiry.org.uk\)](#) in paragraph 30.

As the information is reasonably accessible to you by other means, under section 21 of the FOIA, Post Office are not required to provide a copy of the information with this response.

As part of the duty to assist under s.16 FOIA, we can advise you there is no pre-defined amount for compensation payments with the Scheme's independent advisory panel assessing and recommending fair outcomes for each claim. A significant amount of work went into the establishment of the Scheme, ensuring that applications are treated fairly through the independent panel's assessment of each case, including the fact that the issues involved span many years with documentary evidence understandably very limited in some cases.

- **“How many claims under £5k were boosted and how many claims under £1k were also increased to the maximum?”**

310 claims had previously received a settlement amount of less than £5k. 53 claims under £1k were increased to the maximum.

- **“How many of the 555 JFSA participants are still awaiting full compensation?”**

This information is not held by Post Office. The Department for Business and Trade (DBT) is leading on this issue. You may find relevant information on the DBT website at the following link: [Post Office Horizon financial redress data as of 30 August 2024 - GOV.UK \(www.gov.uk\)](#)

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