



Suspension Remuneration Review ("the Review")

Questions and answers

The Review – general

Q1. What is the Suspension Remuneration Review?

A. The Suspension Remuneration Review offers redress for current Postmasters and former Postmasters affected by the previous suspension remuneration policy.

Q2. Why has the Suspension Remuneration Review been set up?

A. Before March 2019, Postmasters were not remunerated during the period of any contract suspension. We have since changed this policy, so Postmasters are remunerated during a period of suspension. Where a period of suspension began before this policy changed, eligible Postmasters are entitled to receive retrospective remuneration to cover the period of suspension.

Q3. If I was suspended before March 2019 and had my remuneration suspended during that period, how can I have this rectified?

A. We are actively contacting Postmasters about the Review with guidance on how the Review will work. If you are a former Postmaster and you were suspended before March 2019 but have not yet been contacted, you can request a review of your past suspension remuneration by completing a Suspension Remuneration Review request form at <https://corporate.postoffice.co.uk/remediation>.

Alternatively, a paper form can be requested by emailing the Remediation Team at supportteam@postoffice.co.uk or by writing to us at: Remediation Team, 2nd Floor, 1 Future Walk, Chesterfield S49 1PF.

Current Postmasters don't need to complete the request form but please do contact us as soon as possible before the closing date for new requests of 31 January 2026 if you're a current Postmaster and think this applies to you. Please see the section below for more details about the closing date.

Q4. What suspension remuneration will I receive?

A. We will offer Postmasters the remuneration that was withheld during the period of suspension plus simple interest at a rate of 8% ("the Offer") on the basis that the Postmaster may accept that such interest will sufficiently compensate them for any consequential losses. Interest has been calculated from the midpoint of the period of suspension until 28 days after the settlement offer is sent to the Postmaster.

Q5. What if I do not want to accept the Offer as I also experienced additional consequential losses as a result of the non-payment of suspension remuneration?

A. If a Postmaster believes their consequential losses as a result of the withholding of suspension remuneration exceed the 8% interest in the Offer, they should not accept the Offer and should contact Post Office within 28 days* by emailing supportteam@postoffice.co.uk with the details of their consequential loss and any supporting evidence/documents or contact us using our correspondence address. Post Office will assess the details provided about the consequential loss(es) and the Offer will be withdrawn while the Review takes place. We can only review consequential losses if the Postmaster was suspended by Post Office during their tenure as Postmaster and had their remuneration withheld during that period. If the review for additional consequential loss is not successful, they will receive a renewed offer for the suspension pay with 8% interest (i.e. they will be offered a renewal of the Offer with the original 8% interest figure).

Q6. What information do I need to provide as part of my Suspension Remuneration Review request?

A. The Suspension Remuneration Review request form will ask you to provide your personal details such as name, previous name(s), date of birth, address and contact details.

*If you have extenuating circumstances that mean you cannot respond within 28 days, please let us know at supportteam@postoffice.co.uk.

If you are making the request on behalf of a Postmaster, you will be asked to provide evidence that you are a legally appointed assignee, personal representative, attorney or deputy of the person you are acting on behalf of. You will need to provide copies of documents relating to this legal relationship when you submit your request (e.g. letter of authority, copy of Will and Grant of Probate, Letters of Administration). If your suspension relates to more than one branch, then you can provide details for each of the branches. If you have any further information that you would like to provide as part of your Suspension Remuneration Review request, then there is a section on the form for this and you can also submit supporting documents. For postal Suspension Remuneration Review request form submissions, please send in copies of any supporting documents rather than original documents, which should be retained for your own records. We advise using a trackable service such as Royal Mail Special Delivery if sending documents by post.

Q7. When is the deadline for requests to the Suspension Remuneration Review?

A. The closing date for request forms to be received by the Suspension Remuneration Review is 11.59pm on 31 January 2026. Please see the section in this Q&A called 'Closing date for Suspension Remuneration Review requests' for more information about this.

Q8. Where should I send my paper Suspension Remuneration Review request form?

A. The paper Suspension Remuneration Review request form, along with copies of supporting evidence, can be sent by post to: Remediation Team, 2nd Floor, 1 Future Walk, Chesterfield S49 1PF. We advise using a trackable service such as Royal Mail Special Delivery when sending documents by post.

Q9. Will Post Office provide financial assistance to help with my Suspension Remuneration Review?

A. We will write to you with details of the Offer. If you consider that the Offer is not sufficient as you feel you also experienced additional consequential losses, please provide details to support this. We will then assess your request. We will contact you with a renewed Offer for your suspension remuneration alone if no consequential loss is offered, or with a reviewed Offer that includes consequential loss, with 3.45% interest compounded on the consequential loss Offer, if applicable, and 3.45% compounded interest on the suspension remuneration, if your request for this is successful. The reviewed Offer will include interest at 3.45% as your consequential loss claim will now have been assessed. Please note that if your total Offer for reviewed suspension remuneration (with 3.45% interest) and consequential loss claim is less than the Offer, including 8% interest, then we will renew the Offer with 8% interest so that a Postmaster does not recover less than the Offer with the original 8% interest figure.

If Post Office makes you a reviewed Offer that includes consequential loss, we can then help you with the costs of obtaining legal advice and other professional fees, if you wish, to consider that reviewed Offer (including advice on bankruptcy/insolvency).

If you don't have a solicitor, you can find a local one through the Law Society - please see details of websites below for the different areas of the UK, or you can contact Citizens Advice who can tell you about other organisations that could help.

Law Society websites:

England and Wales: <https://www.lawsociety.org.uk/>

Scotland: <https://www.lawscot.org.uk/find-a-solicitor/>

Northern Ireland: <https://www.lawsoc-ni.org/solicitors>

If you or your solicitor have any questions, please contact us at supportteam@postoffice.co.uk

Q10. Can I appeal against the reviewed Offer that includes consequential loss?

A. If you are not happy with the reviewed Offer there will be an appeal process and details of this will be available as soon as possible.

Q11. How long will the Review take?

A. If the Offer is acceptable to the Postmaster, the suspension remuneration and 8% interest will be paid promptly. If a consequential loss claim is made, the time taken to investigate and assess each claim will be heavily dependent on the circumstances of each individual review, the number of requests to the Review and the volume of documentation involved.

While it is difficult to provide an accurate estimate at this stage, we envisage it could take several months for individual review outcomes to be reached and communicated. We will progress all requests as quickly and efficiently as possible.

You will receive regular updates about your Suspension Remuneration Review. If you have queries throughout this process, please contact supportteam@postoffice.co.uk.

Q12. Does submitting a request to the Suspension Remuneration Review affect my legal rights?

A. The Review is intended to offer remediation to eligible former and current Postmasters who were suspended before March 2019 and did not receive remuneration during that period of suspension before this policy changed.

Offers of suspension remuneration are made on full and final settlement terms as set out in the Settlement Terms Offer Acceptance Form that will be supplied with the Offer and any further Offer.

- Q13. Is the Suspension Remuneration Review being offered to branch managers and/or assistants?**
- A. It is offered to people who currently have or previously had a direct contract with Post Office to deliver Post Office services through branches.
- Q14. What if I have previously entered into a settlement agreement with Post Office?**
- A. You will not be part of the Review if you were a claimant in the group litigation against Post Office that settled in December 2019 (and therefore your claim was part of the full and final settlement in December 2019).
- Q15. Can I make a Suspension Remuneration Review request on behalf of a deceased relative or another Postmaster?**
- A. Yes, if you fulfil certain legal criteria and can provide proof of this, i.e. you are an assignee, a legally appointed personal representative, attorney or deputy.
- Q16. Can I make a Suspension Remuneration Review request for a former Postmaster who is ill/unable to do so for themselves?**
- A. Yes, if you fulfil certain legal criteria and can provide proof of this, i.e. you are an assignee, a legally appointed personal representative, attorney or deputy.
- Q17. I am the director of a company who has/had a contract with Post Office. Can I submit a request to the Review?**
- A. If you are the director of a company who has/had a contract with Post Office, you can request a review on behalf of the company. The requestor must be the legal entity which has/had a contract with Post Office, i.e. the company, so any review request made should relate to the company only.
- Q18. I was the director of a company who had the contract with Post Office, but the company is now in liquidation/administration. Will the company be included in the Review?**
- A. The correct party for a Suspension Remuneration Review will be the liquidator/administrator of the company. Please contact the liquidator/administrator to let them know about the Suspension Remuneration Review and ask them to submit a review request form on behalf of the company.
- Q19. I was issued with a caution. Can I still submit a request to the Suspension Remuneration Review?**
- A. Yes. Postmasters affected by the previous suspension remuneration policy include those with a caution.
- Q20. I have a criminal conviction. Will I be able to submit a request to the Suspension Remuneration Review?**
- A. Yes. Postmasters affected by the previous suspension remuneration policy include those with criminal convictions.
- Q21. My conviction has been overturned. Can I still submit a request to the Suspension Remuneration Review?**
- A. Yes. However there is another scheme for those who have overturned convictions that relied on Horizon evidence and we would strongly encourage you to join this if you have not done so already. The Horizon Convictions Redress Scheme ('HCRS') is for Postmasters who have an overturned Horizon-related conviction, who can apply to the HCRS through the Department for Business and Trade – please visit <https://www.gov.uk/horizon-convictions-redress-scheme> for more information.
- Postmasters in the HCRS will receive financial redress in that scheme for any period of suspension before and associated with their prosecution. However, if you had any further period(s) of suspension unrelated to the Horizon issue which resulted in your prosecution, you may be eligible for a further redress payment which would be administered through the Suspension Remuneration Review.
- Q22. My conviction has not yet been overturned but I am seeking to have it overturned. Can I still submit a request to the Suspension Remuneration Review?**
- A. Yes. If you have not had your conviction overturned, you can still submit a request in the Suspension Remuneration Review as well as seeking to overturn your conviction and pursuing further financial redress. Redress for overturned convictions may be reduced for sums already paid out in the Suspension Remuneration Review, but only where the relevant period of suspension is linked to the criminal prosecution.
- Q23. I have previously notified you that I don't want Post Office to contact me again. Will I still be sent a letter about the Review?**
- A. No. If you have previously let us know you do not want Post Office to contact you again, for example, in response to other correspondence from us, we won't write to you about this.

Scope of the Suspension Remuneration Review

- Q24. Can I request a review for additional losses that were linked to the non-payment of suspension remuneration?**
- A. These losses may be relevant - please review the terms of the Offer when you receive it and if you would like us to review any additional consequential losses, please do not accept the Offer, which will be withdrawn. Please provide as much information and evidence as you can about any additional suspension related losses to supportteam@postoffice.co.uk and we will review this for you. Consequential loss claims will be assessed by reference to recognised legal principles.

Q25. Can I request a review for consequential losses such as distress and ill-health as well as my financial loss?

A. Please review the terms of the Offer when you receive it and if you would like us to review any additional consequential losses, please provide as much information and evidence as you can about any additional consequential losses related to your suspension to supportteam@postoffice.co.uk and we will review this for you. Consequential loss claims will be assessed by reference to recognised legal principles and a Post Office panel ("the Panel") will exercise broad considerations of fairness.

Q26. Can I use the Suspension Remuneration Review to raise an issue that is not related to non-payment of suspension remuneration?

A. No, the Suspension Remuneration Review is not designed for this. Any other concerns should be raised with your Area Manager if you are a current Postmaster, or to supportteam@postoffice.co.uk. Alternatively you can write to: Remediation Team, 2nd Floor, 1 Future Walk, Chesterfield S49 1PF.

Documentation and evidence

Q27. I have a large number of hard copy documents and no means to scan them in – can I provide hard copies?

A. If you are unable to scan documents, you can send copies by post to: Remediation Team, 2nd Floor, 1 Future Walk, Chesterfield S49 1PF. Please only send copies of documents rather than originals, which should be retained for your own records. We advise using a trackable service such as Royal Mail Special Delivery when sending documents by post.

Q28. I have no documentation – can I still make a request for a review?

A. You can make a request for a review, providing as much information as you can using the guidance on the website and in the form, together with any evidence or information you do have to support the assessment of your request. Post Office will consult its own records and will assess your review request on all the information available.

Costs and representation

Q29. Can I represent myself or do I need a solicitor?

A. The Suspension Remuneration Review has been designed to be simple and user-friendly to avoid the need to incur costs of legal representation.

You are welcome, however, to engage a lawyer or other professional advisor to provide independent representation at your own expense.

Please note that if your Suspension Remuneration Review request includes consequential losses and Post Office makes you a reviewed Offer that includes consequential loss, then help with legal fees to consider that reviewed Offer will be available (please see the guidance given above in Question and Answer 9).

Assessment of Suspension Remuneration Review requests

Q30. How will my Suspension Remuneration Review request be assessed?

A. Review requests for suspension remuneration will be assessed by specialists within the Post Office Remediation Team.

Q31. How will my consequential loss request be assessed?

A. Your request will be assessed using the information available and in accordance with recognised legal principles and the Panel will exercise broad considerations of fairness. A number of consequential loss requests will also be independently assured by an independent law firm.

Q32. How will I know if my request is being treated fairly and consistently?

A. Each Suspension Remuneration Review request and any consequential loss request is individually assessed, and consequential loss claims will be assessed in accordance with recognised legal principles and some claims will be assured by an independent law firm. In formulating the outcome, the Panel may make a consequential loss Offer to the Postmaster, guided by broad considerations of fairness, if the Panel considers that doing so would produce a fair result in all the circumstances of the particular case. For the avoidance of doubt, in doing so, the Panel's discretion will not be confined solely to the specific heads of consequential loss claimed by the Postmaster but will take into account any facts and matters which the Panel considers will produce a fair result on the facts of a particular case.

Q33. What are the possible outcomes of the review?

A. The request will be reviewed based on the available Post Office records and all of the information and evidence provided by the Postmaster. Following the review, we will write to you clearly setting out the outcome.

The outcome will very much depend on the individual circumstances of each Suspension Remuneration Review request and the information and evidence supporting it.

Q34. Can I speak to someone about my Suspension Remuneration Review offer?

A. If you would like us to talk you through the Offer and how it has been calculated, please let us know by emailing us at supportteam@postoffice.co.uk or by writing to: Remediation Team, Post Office Ltd, 2nd Floor, 1 Future Walk,

Chesterfield S49 1PF. Our Remediation Team will be happy to support with any questions you may have around the Offer. Please ensure you provide us with your contact number and your preferred time for us to call.

You can also call our Remediation Contact Centre on 0333 665 1093 (open Monday to Friday 9am to 5.30pm) if you'd like support or have any questions.

Closing date for Suspension Remuneration Review requests

Q35. When is the deadline for request forms?

A. A closing date has been announced for request forms to be received by the Suspension Remuneration Review of 11.59pm on 31 January 2026.

Q36. What do I need to submit by the deadline?

A. If you wish to request a review by the Suspension Remuneration Review, your completed request form and any supporting materials will need to be received by the deadline of 11.59pm on 31 January 2026.

If you are sending your completed request form by email, it will need to be received by the deadline.

If sending a request form by post, please allow enough time for it to **arrive** no later than 31 January 2026.

Request forms posted on that date would not arrive until after the deadline and would therefore not be accepted. As an indication, Royal Mail aims to deliver the next working day for 1st Class and aims to deliver in 2-3 working days for 2nd Class standard services. If you're posting it in the final week before the deadline you may wish to use a guaranteed service or secure proof of posting in case of any delays to your request form reaching us.

People who have made enquiries, expressed an interest in a review or asked questions about the Suspension Remuneration Review will need to submit a completed request form – only a completed request form received by the deadline above counts as a request to the Suspension Remuneration Review.

Q37. Will the Suspension Remuneration Review close on that date?

A. No – 31 January 2026 is the final deadline for new requests to be received. The Suspension Remuneration Review will still operate after that date to progress requests received before the deadline, but no further requests will be accepted after that date.

Q38. Will I hear the outcome of my request by this date?

A. This date (31 January 2026) is the deadline for new requests to be received. The Suspension Remuneration Review will still operate after that date to progress requests received before the deadline.

Q39. Are there circumstances in which the closing date for requests is different?

A. We are writing to a small number of former postmasters, or their representatives, who were not written to by the deadline of 31 January 2026 but who, according to our records, may be eligible. This will be explained in the letter we send.

If you have any questions about the closing date, please get in touch as soon as possible on 0333 665 1093 or at supportteam@postoffice.co.uk.

Requests received after 31 January 2026 will be accepted into the Suspension Remuneration Review only where exceptional circumstances can be shown, which prevented the postmaster from progressing a request in the run-up to the deadline, such as a medical condition.

- Postmasters will need to provide information to support the reason the request was not submitted by 31 January 2026.
- Each late request will be considered on an individual basis.
- Where insufficient or no information is provided to explain why the request could not be made in the run-up to the deadline, the request will be rejected.

Q40. Why has a deadline for requests been announced?

A. This was one of the recommendations by Sir Wyn Williams in his Horizon IT Inquiry Volume 1 report in relation to the Horizon Shortfall Scheme – please see <https://www.postofficehorizoninquiry.org.uk/> for more information about this. The government and Post Office have agreed that the same closure date of 31 January 2026 should be applied to the Suspension Remuneration Review. A closing date for new requests aims to encourage any eligible Postmasters who haven't yet submitted a request to do so soon, to help close the Suspension Remuneration Review once those remaining requests have been reviewed.

Q41. Why is the deadline different from the one recommended by Sir Wyn Williams?

A. The deadline of 31 January 2026 has been agreed with the government to give Postmasters more time to consider whether to submit a request and to submit their form if they wish to.

Q42. Are there any other changes following the recommendations by Sir Wyn Williams that impacted the Suspension Remuneration Review?

A. The only recommendation made by Sir Wyn Williams that impacts the Suspension Remuneration Review is the closure date of 31 January 2026. Please do not wait to submit your request – all requests need to be received by 11.59pm on 31 January 2026.