



Date
9 May 2024

Post Office
100 Wood Street
London EC2V 9ER

Your Ref:

Classification:
Public

Dear [REDACTED]

Freedom of Information Request – FOI2024/00504

We are writing in response to your email received by Post Office Limited (“**Post Office**”) on 26 March, which has been dealt with under the terms of the Freedom of Information Act 2000 (“**FOIA**”). We sincerely apologise for the delay in responding.

In your email, you have requested the information shown verbatim in bold below.

“For the Horizon Shortfall Scheme (including eligible claims before deadline and eligible late claims):

- **how many claims have been paid (to date, or the latest data you have available)?**
- **What is the total value of these HSS payments?**
- **Of the total value, what amount is made up by repayments of monies paid by claimants to make up for Horizon shortfalls, including interest and tax top-ups on these repayments?**
- **Of the total value, what amount is made of other types of compensation: for example (but not only), for loss of earnings, distress, ill-health.**
- **Of the total number of HSS claims paid, how many solely comprise repayments of monies paid by claimants to make up for Horizon shortfalls, including interest and tax top-ups?”**

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

How many claims have been paid (to date, or the latest data you have available)?

As of 31 March 2024, 2,252 claims have received payments, comprising 2,208 full and final settlements and 44 interim payments, in advance of full and final payments.

What is the total value of these HSS payments?

As of 31 March 2024, a total of £110m has been paid to HSS claimants, comprising full and final settlements of £74m, interim payments of £29m, in advance of full and final settlements, and tax top-up payments of £7m.

Of the total value, what amount is made up by repayments of monies paid by claimants to make up for Horizon shortfalls, including interest and tax top-ups on these repayments?

Of the total value of £110m, £57m represents repayment of monies paid by claimants to make up for Horizon shortfalls, including interests on those repayments. In addition, tax top-up payments of £7m have been made in connection with a range of Heads of Loss, which refers to different kinds of damages that a Postmaster may have suffered and for which they were entitled to compensation, including the losses listed in response to the next question below.

Of the total value, what amount is made of other types of compensation: for example (but not only), for loss of earnings, distress, ill-health.

The following payments are included in the total claims value of £110m:

- a) £36m for loss of earnings;
- b) £6m for distress and inconvenience;
- c) £2m for personal injury and ill-health; and
- d) £2m for other loss types.

Of the total number of HSS claims paid, how many solely comprise repayments of monies paid by claimants to make up for Horizon shortfalls, including interest and tax top-ups?

Of the 2,208 full and final settlements made, 948 (43%) relate solely to settlements for shortfalls only, including interest and tax top-ups.

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/>

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