



[Redacted]

Date
16 December 2025

[Redacted]

Post Office
100 Wood Street
London EC2V 7ER

Your Ref:

Classification:
Public

Dear [Redacted],

Freedom of Information Request – FOI2025/00868

We are writing in response to your email received by Post Office Limited (“**Post Office**”) on 18 November 2025, 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:

“**[Redacted]**”

[Redacted]

[Redacted]

Under the FOI act could you please provide me with the following information:

- 1. All emails between [Redacted] and [Redacted] (see below) between the dates 27th June 2006 and 19th February 2008

1. All emails between [REDACTED] and Alliance & Leicester for the same period where the relevance is pouches/missing/found.

This memo from [REDACTED] below explains [REDACTED] role at the time but there was no date attached.

[cid:f8949012-4fa8-41f8-a9ef-468b0970b1e5]

I would really appreciate it if, in this instance, we can break down the barriers of distrust between us and you can provide this information as quickly as possible without reverting to time and cost issues as a reason for not providing this.

When my report is published you will no doubt be as astonished as I am now about what happened back in 2005/2006 and maybe even prior to that with regard to Missing Pouches. I think [REDACTED] memo above is an indication of how serious it was."

We can confirm that after reasonable and proportionate searches of our electronic records, Post Office does not hold the information you have requested.

The searches conducted were as follows:

- 1- Emails between [REDACTED] and [REDACTED] from 27 June 2006 to 19 February 2008.
- 2- Emails between [REDACTED] and Alliance and Leicester from the same period (27 June 2006 – 19 February 2008), using the key search terms: "Pouches," "Missing," and "Found."

No records matching the criteria were identified.

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

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