



[Redacted]

Date
9 September 2025

[Redacted]

Post Office
100 Wood Street
London EC2V 9ER

Your Ref:

Classification:
Public

Dear [Redacted],

Freedom of Information Request – FOI2025/00487

We are writing in response to your email received by Post Office Limited (“**Post Office**”) on 10 July, which has been dealt with under the terms of the Freedom of Information Act 2000 (“**FOIA**”). We previously extended this response whilst we carried out the public interest relating to section 43 of the FOIA.

In your email you have requested the information in bold. We have provided our answers below your questions:

- “-How many losses/gains have been declared by Postmasters since 2012?**
- What is the aggregated total figure of the losses and separately gains for this period?**

In order to avoid exceeding the cost limits under section 12 of the FOIA, we have not been able to provide information prior to the 2022/23 financial year. Please note, we are also unable to provide the figures for the 2024/25 financial year, as they are currently going through the audit process.

The table below shows the volume and value of discrepancies postmasters have identified during their trading period end routine and asked Post Office to review, over the last 2 financial years split by shortfall and surplus. This is done by the postmaster settling the discrepancy to the ‘Review Dispute’ option on Horizon.

Please also note, some Strategic Partners follow a different process to settle trading period end discrepancies and as such are not included in the figures below.

Table 1

Financial Year	Shortfall		Surplus		Total	
	Volume	Value (£m)	Volume	Value (£m)	Volume	Net Value (£m)
2022/23	5,812	-£19.68	2,239	£22.28	8,051	£2.60
2023/24	6,137	-£17.06	2,085	£17.63	8,222	£0.57

-How much has been recovered by the Post Office?

In order to avoid exceeding the cost limits under section 12 of the FOIA, we have not been able to provide information prior to the 2019/20 financial year. The values in the table below includes payments from postmasters towards balances on their account. Timing of payments may relate to balances accrued in previous periods. These values don't include payments from the Strategic Partners which follow a different process to settle trading period end discrepancies and as such repay any losses as applicable.

Table 2

Amounts in £m's	Financial Year				
	2019/2020	2020/2021	2021/2022	2022/2023	2023/2024
Repayments	5.2	2.4	1.7	1.2	1.1

-How much has been written off by the Post Office?**Table 3**

The table below shows the amount attributed to branch losses and recognised as a cost in line with Post Office's Annual Report and Accounts

Financial Year	Amount (£m)
2020/21	1.7
2021/22	3.3
2022/23	10.4
2023/24	11.6

-Is the Post Office claiming this money back from Fujitsu?

Post Office is not actively seeking any money from Fujitsu in relation to discrepancies.

-How has the Post Office written off any losses?

Table 3 above shows the amount attributed to branch losses and recognised as a cost in line with Post Office's Annual Report and Accounts. The value includes:

- amounts cleared from branch accounts where the discrepancy review has arrived at this outcome.
- amounts where the discrepancy review outcome shows that the balance should remain on the branch account and repayment sought from the Postmaster. If the balance remains outstanding, after a certain period of time, a provision is created to manage the risk of non-payment.

-What is the policy for declaring branch discrepancies?"

The information that you have requested is available from the Post Office corporate website at the link below. As the information is reasonably accessible to you by other means, under section 21 of the FOIA, Post Office is not required to provide a copy of the information with this response.

<https://corporate.postoffice.co.uk/en/horizon-scandal-pages/post-office-is-changing/>

You may also find it helpful to review the written evidence of the Post Office's Central Operations Director at the Post Office Horizon IT Inquiry which details the process and is available at the link below:

<https://www.postofficehorizoninquiry.org.uk/evidence/witn11600100-melanie-park-witness-statement>

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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