



Date  
10 July 2025

Post Office  
100 Wood Street  
London EC2V 9ER

Your Ref:

Classification:  
Public

Dear [REDACTED],

## Freedom of Information Request – FOI2025/00348

We are writing in response to your email received by Post Office Limited (**"Post Office"**) on 15 May, 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:

**"You told Sir Wyn the following""Fundamental to the implementation of the Strategic Review is Post Office's plan to deliver a new deal for postmasters. This will significantly increase the total annual income of postmasters through a vastly improved share of revenues and strengthen their role in the direction of the organisation."For the months of April and May 2025 can you please identify what % of SPM pay was generated by 1)One of Government funding 2)an improved share of revenue,ie SPM used to get x for this product totalling y, they now get xx which is an increase of yy?"**

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

None of the £17 million year-on-year increase in postmaster remuneration during April and May 2025, was funded directly by Government. The uplift was delivered through measures introduced by Post Office and attributed to shifts in trading volumes, adjustments to client pricing, lump sum payments, and permanent increases to remuneration rates for specific products and services.

Further detail on these changes, including specific rate increases for services such as Royal Mail, DVLA, Mailwork and Outreach payments, is provided in the communication issued to postmasters in March 2025, attached as Annex A.

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](mailto: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](http://www.ico.org.uk/foicomplaints)

Yours sincerely,

Information Rights Team  
[information.rights@postoffice.co.uk](mailto:information.rights@postoffice.co.uk)  
<https://corporate.postoffice.co.uk/en/governance/access-to-information/access-to-information/>

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