



Post Office Horizon Shortfall Scheme

September 2025 Report

Introduction

The Horizon Shortfall Scheme (HSS) aims to assess and resolve applications from current and former Postmasters who believe they may have been affected by shortfalls related to previous versions of Horizon. Since September 2024, current and former Postmasters can apply for the £75k Fixed Sum Award (FSO) as an alternative to having their claim fully assessed. The HSS does not apply to those who have Horizon-related criminal convictions or were plaintiffs in the GLO since other schemes exist for these individuals.

If a Postmaster is unhappy with their fully assessed claim outcome, they can seek legal advice at Post Office's cost and either take advantage of a dispute resolution process which includes independent mediation or use the Government-led Appeals process, HSSA.

Figures

The position in respect of claims as at 30 September and 30 June 2025 is as follows:

Offer and Payment progress for original 2,417 eligible claimants	30 September 2025	30 June 2025
Number of eligible claims still awaiting an offer	0	0
Total number of settlement offers sent to date	2417	2417
Total value of settlement offers made to date (does not include the separate offers for tax top-up payments or offers for top-up payments to £75k for eligible claimants)	122.70m	118.40m
Total paid to applicants to date (includes all payments as detailed below)	£227.70m	£224.18m
Total number of final settlement payments made to date	2129	2119
Total value of final settlement payments made to date	£76.72m	£76.15m
Total value of interim payments made to date	£37.53	£36.73m
Total number of Top-Up payments to £75k made to date	1622	1607
Total value of Top-Up payments to £75k made to date	£96.33m	£95.65m
Total number of Tax Top-Up payments made to date	1944	1906
Total value of Tax Top-Up payments made to date	£17.12m	£15.48m
Claims going through dispute resolution	115	176



Offer and Payment progress for subsequent applications (since Oct 2022)	30 September 2025	30 June 2025
Number of eligible claims received to date	2378	2355
Total number of full assessment settlement offers sent to date	880	696
Total number of fixed sum award settlement offers sent to date	1029	928
Total value of settlement offers made to date (does not include offers for Tax Top-up payments or offers for Top-Up payments to £75k for eligible claimants)	£53.90m	£46.70m
Total paid to applicants to date (includes all payments as detailed below)	£143.00m	£125.61m
Total number of full assessment final settlement payments made to date	540	452
Total value of full assessment final settlement payments paid to date	£29.35m	£25.04m
Total value of interim payments paid to date	£14.86m	£12.56m
Total number of fixed sum (£75k awards) paid to date	1022	919
Total value of fixed sum (£75k awards) paid to date	£76.13m	£68.07m
Total number of Top-Up payments to £75k made to date	311	281
Total value of Top-Up payments to £75k made to date	£17.34m	£15.65m
Total number of Tax Top-Up payments made to date	405	376
Total value of Tax Top-Up payments made to date	£5.32m	£4.29m
Claims going through dispute resolution	43	70

Observations

- Payments under the Horizon Shortfall Scheme continue to progress, with a total of £227.70m paid to applicants as of 30 September 2025, inclusive of final settlements, interim payments, fixed sum awards and top-up payments.
- 2,129 final settlement payments have been made to date, with a total value of £76.72m, reflecting the continued completion of fully assessed claims.
- Top-up payments to £75k remain a key feature of the Scheme, with 1,622 payments made and a total value of £96.33m paid to eligible applicants.
- Post Office has agreed with the Department for Business and Trade to set 31 January 2026 as the final deadline for new HSS applications, extending the window beyond the original deadlines to allow more current and former postmasters to apply.
- Also, the Horizon Shortfall Scheme Appeals (HSSA) process, launched earlier in 2025, continues to develop with hundreds of entity registrations progressing through eligibility checks and transfers from dispute resolution, reflecting a growing post-offer challenge pathway.