



[Redacted]

Date
21 October 2024

[Redacted]

Post Office
100 Wood Street
London EC2V 9ER

Your Ref:

Classification:
Public

Dear [Redacted],

Freedom of Information Request – FOI2024/01303

We are writing in response to your email received by Post Office Limited (“**Post Office**”) on 27 September, 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:

“How many branches indicated a loss or a gain after conducting their weekly/monthly branch accounts procedures. Could you provide the number of branches by week, month or year since records began please?”

We can confirm that Post Office does hold the information you have requested. Please see the table below which shows the number of branches that have recorded either a loss or gain (+ / - £0.01) over the last 5 financial years, we do not hold data prior to this.

Financial Year	All Branches With Loss or Gain (+ / - £0.01)
2019/20	8,821
2020/21	8,473
2021/22	8,509
2022/23	8,686
2023/24	8,483

Like any retail business, loss or gain can and do occur in branches for many and various reasons as part of business operations. Many of these are corrected by postmasters or staff in branches or with Post Office's support which is provided in a range of ways. There is more information about Post Office's process for helping postmasters with discrepancies on our website

here: corporate.postoffice.co.uk/en/horizon-scandal-pages/improving-our-systems-and-processes/

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/>

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