

Post Office Process Review (PPR) request form

POST
OFFICE

1. Your personal and contact information.

For details of how we will process your information, please see the privacy notice on the PPR website at <https://corporate.postoffice.co.uk/remediation>

Full name	
Previous name(s) (if any)	
Date of birth (dd/mm/yyyy)	
Postal address	
Email address	
Contact telephone number	
Reference number if you have one (if not, please leave blank) If you've received correspondence from us about this, your reference number will be at the top of the correspondence	
How would you prefer us to contact you about this? We recommend email, but if you would prefer us to contact you by post, please select Post here.	☐ Email ☐ Post

2. Please only complete this section if you have **not** been affected by any of the issues we have identified and you do not wish to raise any other issues for us to consider

Please tick this box and go to the signature section (section 10) if: • you have not been affected by any of the specific issues identified on the PPR website or in correspondence sent by post about the PPR (these are summarised in section 5 of this form) and • you do not wish to raise any other issues (or date ranges) for us to consider. You don't need to complete the identification process. By completing this section you are not giving up the right to make any claims against Post Office.	☐ I have not been affected by any of these issues
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3. Request on behalf of a Postmaster (if you are not the Postmaster yourself).

If you are an individual Postmaster submitting a request for yourself, please move to section 4.

If you are submitting a request on behalf of a Postmaster, please complete section 3.

Your status in relation to the Postmaster you are completing this request for.

As part of the process, we will ask you to provide proof of your legal capacity to submit a request on the Postmaster's behalf, for example: Letters of Administration, Grant of Probate, Lasting Power of Attorney.

- ☐ Personal representative
- ☐ Executor
- ☐ Power of attorney/deputyship
- ☐ Legal representative/solicitor
- ☐ Other (please state below)

4. Contract and branch details

Please only complete one request form, and you can include more than one branch in the same form, as long as there is only one legal entity. However, if you contracted with Post Office as various legal entities, you will need to complete a separate form for each legal entity please – as an example only, Mr/Mrs EX Ample (Individual), EXA Ltd (Limited company), EX Ample & AN Other (Partnership). You can download the form to complete additional copies at <https://corporate.postoffice.co.uk/remediation> and you can print it off if you prefer to send it by post, or you can email us at processreview@postoffice.co.uk to request one or more paper copies.

Name of individual/company on Post Office contract

Please provide the full name of the individual(s), partners or company named on the contract held with Post Office, and the company number where applicable.

Please note you (or the person you are completing this form on behalf of) need to have, or have previously had, a contract directly with Post Office.

Post Office branch name(s) and address(es) impacted

Please list all branches impacted (including any outreach branches, if applicable).

Post Office branch code(s) (if known) (Also known as the FAD code)	
Remuneration number (if known) This can be found on your remuneration advice/invoice if you have one. This may also be referred to as the PAY number	
Are you (the Postmaster) currently in post? Please state yes or no	
Start date of your first contract with Post Office	
End date of your last contract with Post Office (if applicable)	

5. Post Office Process Review

Please tick the relevant box if you feel you were impacted by any of the specific issues stated below.

Please refer to the information on the PPR website, or enclosed with the letter about the PPR sent by post if you have received it, for further detail on each of these issues and how they may have affected you. For each issue we have included the dates it could have occurred and the estimated average total financial loss (excluding interest/consequential loss).

If you can do so, please confirm the dates you were impacted by the issue and the amounts you lost as a result. You can also provide estimates.

If you feel you experienced one of these issues during different dates, or there are any additional issues you would like Post Office to investigate that are not listed below (and these are not shortfalls related to previous versions of the Horizon system, as these would come under the Horizon Shortfall Scheme instead), please provide details in section 6 so we can investigate these for you as well.

1. ATM reconciliation (29th April 1991 to 31st December 2022) Please give as much detail as possible including, as best you can, the dates you were impacted by the issue and the amounts you lost as a result. (Estimated average total financial loss is £185)	☐ Tick if you were impacted by this issue
2. Travel Money – outmoded or counterfeit currency (29th April 1991 to 1st April 2021) Please give as much detail as possible including, as best you can, the dates you were impacted by the issue and the amounts you lost as a result. (Estimated average total financial loss is £172)	☐ Tick if you were impacted by this issue

3. Travel Money – margin and exchange rate loss (29th April 1991 to 12th April 2024) Please give as much detail as possible including, as best you can, the dates you were impacted by the issue and the amounts you lost as a result. (Estimated average total financial loss is £33)	☐ Tick if you were impacted by this issue
4. Low value discrepancies (29th April 1991 to 25th January 2021) This does not cover shortfalls related to previous versions of the Horizon system, as these would come under the Horizon Shortfall Scheme instead. Please give as much detail as possible including, as best you can, the dates you were impacted by the issue and the amounts you lost as a result. (Estimated average total financial loss is £22)	☐ Tick if you were impacted by this issue
5. E Top-ups (13th November 2003 to 1st September 2023) Please give as much detail as possible including, as best you can, the dates you were impacted by the issue and the amounts you lost as a result. (Estimated average total financial loss is £129)	☐ Tick if you were impacted by this issue
6. Paystation reversals (1st January 2005 to 15th April 2024) Please give as much detail as possible including, as best you can, the dates you were impacted by the issue and the amounts you lost as a result. (Estimated average total financial loss is £26)	☐ Tick if you were impacted by this issue

7. Savings product referrals (12th April 2006 to 16th May 2022) Please give as much detail as possible including, as best you can, the dates you were impacted by the issue and the amounts you lost as a result. (Estimated average total financial loss is £125)	☐ Tick if you were impacted by this issue
8. Postal Order spoil and reverse process (27th April 2006 to 31st May 2023) Please give as much detail as possible including, as best you can, the dates you were impacted by the issue and the amounts you lost as a result. (Estimated average total financial loss is £14)	☐ Tick if you were impacted by this issue
9. MoneyGram (1st January 2007 to 1st July 2019) Please give as much detail as possible including, as best you can, the dates you were impacted by the issue and the amounts you lost as a result. (Estimated average total financial loss is £504)	☐ Tick if you were impacted by this issue
10. Drop & Go (18th November 2014 to 26th November 2014) Please give as much detail as possible including, as best you can, the dates you were impacted by the issue and the amounts you lost as a result. (Estimated average total financial loss is £12)	☐ Tick if you were impacted by this issue

6. Any other issues to be reviewed

Please let us know if you feel you have been impacted by any other issues related to products, policies or processes that caused you financial loss. (Further information is provided on the PPR website or in the information sent by post if you have received this.)

Please provide as much detail as you can, including dates and amounts, if you know them. If we need any additional information, we will contact you.

This does not cover shortfalls related to previous versions of the Horizon system, as these would come under the Horizon Shortfall Scheme instead.

7. Please use this space to provide any further information, including any additional support you may need to help you complete this process.

We don't expect you to have any documents/records about these issues and you don't have to include any, but if you do have supporting material/documentation that you'd like to send to help us investigate your request, please include this with your form and let us know here. If sending by post, please send copies/scans/photos of documents rather than originals, which should be retained for your records.

8. Your bank details

If you're happy to provide your bank details at this stage, please give your sort code and account number. Providing these details now will help us make any payment to you more quickly.

Sort code

Bank account number

9. Insolvency

Have you or your company been placed into any liquidation, bankruptcy or insolvency processes or been the subject of any arrangements with creditors (including through a debt relief order, IVA or CVA)?

Please state yes or no.

If yes, please provide further details including dates and contact information where this is available.

10. Signature

By signing this document I confirm that all of the information provided is true and correct to the best of my knowledge and belief.

As a reminder, if you are a former (not current) Postmaster, we will also need you to verify your identity please as well as filling in this form (unless you have not been impacted by these issues and are just completing section 2). For more information on how to do this, please visit the PPR website or see the information sent by post if you have received this.

If you are sending your form by email, instead of printing and scanning it we will accept an electronic signature – this can include simply typing in your name. Please tick the box on the right if you are submitting an electronic signature. If so, please also type your name in the box below right, next to 'Signed'.

☐ I am submitting an electronic signature.

Signed

Name

Date (dd/mm/yyyy)

Where to send your completed form:

- By email, please send it to processreview@postoffice.co.uk
- By post, please send it to PPR, PO Box 82038, London EC2P 2WA.
Please use Royal Mail as PO Box addresses can only accept post sent using Royal Mail and not from other carriers or couriers. We advise using a trackable service such as Royal Mail Special Delivery if sending documents by post.

Thank you for taking the time to complete the form. If we need any additional information to help progress your request, we will be in touch using your preferred contact method.