



[Redacted]  
[Redacted]  
[Redacted]

Date  
22 August 2025

Post Office  
100 Wood Street  
London EC2V 9ER

Your Ref:

Classification:  
Public

Dear [Redacted],

**Freedom of Information Request – FOI2025/00450**

We are writing in response to your email received by Post Office Limited (**“Post Office”**) on 25 June, 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:

**“Last year in August I made the following request FOI2024/01070.You didnt answer because you claim it was not a request for recorded information.Can you therefore please supply for the years April 2019 to April 2025 recorded details of how much money has been written off as "Horizon losses"?How much per year is in suspense accounts and thirdly how much has been recovered from SPMs?”**

We can confirm that Post Office does hold some of the information you have requested. 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 2020/21 financial year. Please note, we are also unable to provide the figures for the 2024/25, as they are currently going through the audit process.

The table below provides the information you have requested. Please note the following explanations to the information provided:

- The ‘write-offs’ are the balances written off from postmaster accounts. Write-offs do not necessarily correspond with balances amassed in the same financial year.

- We have interpreted 'suspense accounts' to mean the movement in postmasters branch account balances where a Postmaster has been unable to identify and resolve a discrepancy in branch and has asked POL to review this.
- The repayments are the total amounts made to Post Office by postmasters, excluding our Strategic Partners.

Financial Year	Write-Offs (£ms)	Movement in Branch Account Balances (£ms)	Repayments (£ms)
2020/21	1.8	0.4	2.4
2021/22	1.6	2.6	1.7
2022/23	2.0	9.8	1.2
2023/24	5.0	5.4	1.1

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/>

**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](http://www.postoffice.co.uk/privacy)**