



[REDACTED]
[REDACTED]
[REDACTED]

Date
11 August 2025

Post Office
100 Wood Street
London EC2V 9ER

Your Ref:

Classification:
Public

Dear [REDACTED],

Freedom of Information Request – FOI2025/00443

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:

**"In 2023, a NFSP Conference was held in Glasgow. At this event, Nick Read spoke to members. This is shown in this link >
<https://www.youtube.com/watch?v=ddp8UDG-Uto>**

Nick Read told members that the Postmasters are posting losses on Horizon to the tune of £1m per month and that the Post Office were not pursuing Postmasters for these losses.

I would like to know the following please:

- 1. What were the figures per year from 2019 onwards?**
- 2. What is the current policy on pursuance of losses?**
- 3. How does Post Office write this off as this does not show up on Annual Accounts?**
- 4. How much of DBT funding is used to write off these losses?**
- 5. Has Post Office informed DBT and Kroll of these losses?"**

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 financial year, as they are currently going through the audit process.

We have provided the answers below.

1. What were the figures per year from 2019 onwards?

The table below shows the amount attributed to branch losses for the financial years 2020/21 to 2023/24:

Financial Year	Total Loss (£ms)
2020/21	1.7
2021/22	3.3
2022/23	10.4
2023/24	11.6

2. What is the current policy on pursuance of losses?

Please find a link to the 'Postmaster account support' policy, which can be found on the Post Office corporate website:

<https://corporate.postoffice.co.uk/media/r11ceaqk/postmaster-account-support-policy-v11.pdf>

This policy is one of a number of postmaster support policies, all of which are published on the Post Office corporate website at the following link:

<https://corporate.postoffice.co.uk/en/governance/post-office-policies/post-office-policies/>

As the information is reasonably accessible to you by other means, under section 21 of the FOIA, Post Office is not required to provide a copy of the information with this response.

Please note, that whilst our postmaster contracts allow for the recovery of established losses, Post Office is not taking any legal action to enforce recovery.

3. How does Post Office write this off as this does not show up on Annual Accounts?

The Post Office ARA is prepared in accordance with UK-adopted International Accounting Standards. These prescribe how and where income and costs, assets and liabilities are presented in the ARA. If a loss was recognised, or a balance was written off, during in the financial year, this would represent a cost to Post Office and be recognised within "Costs" in the Consolidated Income Statement.

For example, if you go to the 2023/24 ARA, this information is on page 81:

https://corporate.postoffice.co.uk/media/pkherld0/post-office-limited_2024-ara-final-signed-17-12-24-pwc-signed.pdf

4. How much of DBT funding is used to write off these losses?

No Government funding is directly used to write off losses.

5. Has Post Office informed DBT and Kroll of these losses?

Parties will be informed as appropriate to ensure the ongoing governance and oversight of the organisation, and to facilitate any supporting assurance activity.

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