



[REDACTED]

Date 07 November 2024

[REDACTED]
[REDACTED]

Post Office
100 Wood Street
London EC2V 9ER

Your Ref: FOI2024/00485

Classification:
Public

Dear [REDACTED],

Freedom of Information Request – FOI2024/01383

We are writing in response to your email received by Post Office Limited (“**Post Office**”) on 11 October, 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:

“Thank you for your response today which was no doubt prompted by the communication to you of 1 October 2024 from the Information Commissioner's Office following my complaint regarding your handling of FOI 2024/00485 (IC-334147-Y4S8).

It is unclear why it has taken almost seven months for you disclose that:

- i) one relevant document requested is already in the public domain and;**
- ii) you do not hold the remaining material which is within scope of the request.**

It is also unclear why you have chosen a search window from 1 July 2013 to 30 September 2013.

The minute to which FOI 2024/00485 refers, which notes the was made on 25 September 2013 (pg 7 of Board Meeting Minutes). It is not possible, therefore, for this to have been actioned prior to 25 September 2013. Indeed the minute suggests that the CFO would action this only after the Board had received a

noting paper to clarify the Post Office's current position with regard to the Professional Indemnity or Directors and Officers' Insurance.

I therefore request that you conduct your search again focusing on the three month period after 25 September 2013.

Due to the already significant delays in your response to this FOI, any delay beyond 20 working days of your receipt of this request will be referred immediately to the Information Commissioner's Office."

We can confirm that Post Office does not hold the information you have requested.

After conducting reasonable and proportionate searches of our systems using the following terms, "Notification to underwriters", "appropriate notification to underwriters", "Professional Indemnity" and "Directors & Officers insurance", between 26 September 2013 to 31 December 2013 Post Office has been unable to locate records of notifications sent by the CFO responsive to your request and has therefore determined that this information is not held.

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