



Date
18 June 2024

Post Office
100 Wood Street
London EC2V 9ER

Your Ref:

Classification:
Public

Dear [REDACTED],

Freedom of Information Request – FOI2024/00897

We are writing in response to your email received by Post Office Limited (“**Post Office**”) on 5 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:

1. **“We are writing to request a copy of the following information from The Post Office under the Freedom of Information Act.**
2. **We do not believe that the Post Office has already published the information we are requesting and it has not previously responded to a request from us prior.**
3. **We request that the information be provided by email.**

What is the average compensation paid out by the Post Office for distress and inconvenience on the Horizon Historic Shortfall Scheme?

We request that the average is calculated excluding the offers of £75,000 under the Group Litigation Order and excludes those offers which were accepted without the benefit of independent legal advice.”

We can confirm that Post Office does hold the information you have requested.

Under the Horizon Shortfall Scheme (“**HSS**”), the average amount paid out by Post Office for distress and inconvenience to claimants who have sought independent

legal advice is £6,382. The HSS aims to redress the harm suffered by current and former postmasters who have experienced shortfalls related to the Horizon IT system, and this figure has been calculated excluding the offers of £75,000 under the Group Litigation Order, which is a different scheme managed by the government.

Please note that this figure is only a subset of what has been paid out to HSS applicants and also that claims vary significantly in their facts and circumstances.

As part of our duty to advise and assist under section 16 of the FOIA, please follow the link below for the information we publish on the HSS compensation data. This includes a table which provides data on amounts being offered for various heads of loss. The information is regularly updated.

<https://corporate.postoffice.co.uk/en/horizon-scandal-pages/latest-data-on-compensation-progress-and-redress/>.

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