



[Redacted]

Date  
2 September 2024

[Redacted]  
[Redacted]

Post Office  
100 Wood Street  
London EC2V 9ER

Your Ref:

**Classification:**  
Public

Dear [Redacted],

## Freedom of Information Request – FOI2024/00791

We are writing in response to your email received by Post Office Limited (“**Post Office**”) on 16 May, which has been dealt with under the terms of the Freedom of Information Act 2000 (“**FOIA**”). We apologise for the delay in answering your request.

In your email you have requested the information shown verbatim in bold below:

**“For Branches with a unique FAD code can you please supply the details of the top and bottom earning branches for 2023-2024. No location or other details needed thanks just the amount in remuneration to help understand the range of pay a "Branch" might expect?**

**For the year ending March 2024 could you please supply the following information:**

**How many branches received remuneration of:**

**Less than £1,000**

**Between £1000 & £5,000**

**Between £5000.01 & £10,000**

**Between £10,000.01 & £50,000**

**Between £50,000.01 & £60,000**

**Between £60,000.01 & £70,000**

**Between £70,000.01 & £100,000**

**Between £100,000.01 & £150,000**

**Between £150,000.01 & £200,000**  
**More than £200,000”**

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

However, we are withholding this information as it falls under the exemption in section 43(2) of the FOIA, which relates to information which would, or would be likely to, prejudice the commercial interests of any person (including the public authority holding it). In applying this exemption, we have had to balance the public interest in withholding the information against the public interest in disclosing the information.

Whilst Post Office recognises that there is a significant public interest in transparency around the business, disclosing information relating to remuneration would be likely to damage the commercial interests of Post Office and postmasters, who operate their own businesses. Disclosing this information would be commercially harmful as this would reveal performance across the network that competitors may use to the disadvantage of Post Office. This disclosure may also harm the relationships between postmasters and Post Office which would then impact on our ability to deliver and/or retain the Post Office network levels. Therefore, we have concluded that the public interest in disclosure is outweighed by the public interest in maintaining the exemption.

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)**