



Date
8 August 2024

Post Office
100 Wood Street
London EC2V 9ER

Your Ref:

Classification:
Public

[REDACTED]
[REDACTED]
[REDACTED]
Dear [REDACTED],

Freedom of Information Request – FOI2024/00602

We are writing in response to your email received by Post Office Limited (“**Post Office**”) on 13 April, which has been dealt with under the terms of the Freedom of Information Act 2000 (“**FOIA**”). We sincerely apologise for the delay in our response and any inconvenience this may have caused.

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

“In June 2019 an error in your systems was 'discovered' by your executive team that resulted in remittances not being scanned in properly to some branches and led to these branches having substantial gains in their accounts. This error was 'fixed' by Fujitsu in July 2019. As this error was 'discovered' during the Horizon Trial it is my understanding that POL provided the GLO claimants legal team with a briefing note on the error as it had not been previously disclosed.

Could you please provide me with a copy of this briefing note or any such correspondence from POL to the GLO Claimants with regard to this error in the Remittance System.

Could you please provide me with a copy of any briefing note or any such correspondence from POL to the GLO Court with regard to this error in the Remittance System.

Please provide me with the total number of branches this error affected.

Please provide me with the total amount of cash that POL recovered from affected branches by way of transaction corrections as a result of this computer error.”

Following reasonable and proportionate searches of our records, we can confirm that Post Office have been unable to locate the information you have requested.

Regarding parts one and two of your request, we have carried out reasonable and proportionate searches within the constraints of the FOIA, for correspondence between Post Office and the Group Litigation Order (“**GLO**”) Claimants or Courts pertinent to the error in the remittance system in June 2019. These searches included a central electronic record search, and a more focused search of files relevant to the GLO in 2019. Both searches did not locate any information within scope of your request.

Similarly with regard to parts 3 and 4 of your request, we have been unable to ascertain the number of branches affected and the total amount of cash recovered by way of transaction corrections, in the format you have requested.

To further explain, the recording processes for logging errors relating to the Horizon IT system in place in 2019, relied on open body text fields, which did not allow for direct categorisation of complaints and/or discrepancies, including the specific error you refer to. Due to this inability to determine the categorisation of errors on our systems, it is not possible for Post Office to identify the branches directly affected and, therefore, in turn the total cash recovered from transaction corrections without manually reviewing them. Even a manual review of these records would not provide a conclusive figure without creating a new data set, which is not a requirement when responding to a request under the FOIA.

Under our section 16 FOIA duty to advise and assist, Post Office understands the serious nature of your request and, as a result, a separate exercise to determine what correspondence may have been provided to GLO claimants, is being carried out outside the FOIA. We would be happy to contact you separately to this FOIA response letter about our findings.

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/>

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