



Date  
20 June 2024

Post Office  
100 Wood Street  
London EC2V 9ER

Your Ref:

Classification:  
Public

Dear [REDACTED],

## Freedom of Information Request – FOI2024/00536

We are writing in response to your email received by Post Office Limited (**“Post Office”**) on 29 March, which has been dealt with under the terms of the Freedom of Information Act 2000 (**“FOIA”**). Please accept our apologies for the delay in responding to your request.

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

**“To assist SPM to balance accurately POL issue T/C's Transaction Corredtions. These can be Credits, POL owes the Branch or Invoices, the SPM owes the Post Office. For the year ending April 2019 can you say what the final figure for T/C's across the Branch Network was and did POL owe more to SPM's or did SPM's return more to POL? I dont need Branch figures simply the final total e.g POL returned £3 million, POL demanded £7 million.”**

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

The total volume of transaction corrections issued between 1 April 2018 to 31 March 2019, were 115,719 transaction corrections, issued at a net credit to Postmasters of £8,236,288.95.

Of the 115,719 transaction corrections issues, 58,528 were for debits/invoices to Post Office which totalled £27,854,054.62.

The remaining 57,191 were for credits to Postmasters totalling £36,090,343.57.

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)**