



Date
13 August 2024

Post Office
100 Wood Street
London EC2V 9ER

Your Ref:

Classification:
Public

Dear [REDACTED],

Freedom of Information Request – FOI2024/00177

We are writing in response to your email received by Post Office Limited (**"Post Office"**) on 11 January 2024, which has been dealt with under the terms of the Freedom of Information Act 2000 (**"FOIA"**). We sincerely apologise for the delay in responding.

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

Under FOI, are you able to advise me as to:

How many Crown branches have experienced unexplained losses which have been attributed to bugs or unlawful Fujitsu access,

How many branches operated by multiple partners, eg Co-op, have experienced unexplained losses which have been attributed to bugs or unlawful Fujitsu access,

How many of the cash centres have experienced unexplained losses which have been attributed to bugs or unlawful Fujitsu access, and

How many branches of any kind have reported unexplained surpluses which could be attributed to bugs or Fujitsu access.

[You later clarified that the requested period is September 2002 to January 2011, and that:]

In the event that this request exceeds the financial cost limit, please would you limit the timeframe to include only branches affected by "Horizon" and not "Horizon on-line".

We are writing to advise you that the information that you have requested is not held by Post Office.

However, to be helpful and under our duty to provide advice and assistance under section 16 of the FOIA, we have provided information which is similar to your request. This relates to individual postmasters who own and operate Post Office branches independently where we can advise that, in relation to individual postmasters, Post Office uses the number of applications it receives under the various Horizon-related redress schemes to estimate the number of “unexplained losses” that were suffered by such postmasters, where such losses may have been due to “bugs” in Horizon, though the cause of these shortfalls has not been firmly established.

We recognise that this is not a complete measure and that the actual number of unexplained losses suffered by individual postmasters may differ from that captured under the relevant schemes: the Historical Shortfall Scheme (“HSS”) and the Overturned Convictions (“OC”), both operated by Post Office as well as the Group Litigation Order (“GLO”) Scheme operated by the Government via the Department for Business and Trade.

Information on these schemes, including their meanings and the number of offers made already under them by Post Office and the Government, is published on Post Office website at:

- a) <https://corporate.postoffice.co.uk/en/horizon-scandal-pages/horizon-shortfall-scheme-latest-data-on-progress/> for the HSS;
- b) <https://corporate.postoffice.co.uk/en/horizon-scandal-pages/overturned-convictions-and-financial-redress-information-on-progress/> for the OC; and
- c) <https://corporate.postoffice.co.uk/en/horizon-scandal-pages/financial-redress/> for the GLO Scheme.

Please note that the information published on the above links is updated as necessary and does not extend to any of the branch categories specified in your request. Regarding part 1 of your request, Crown Branches (known as Directly

Managed Branches) are directly managed by Post Office with directly employed staff. Post Office employees cannot apply to the Horizon-related redress schemes, (other than the scheme in place for people who have had Horizon-related criminal convictions overturned). As such, there is no estimate as to the number of “unexplained losses” they might have suffered and attributed to Horizon bugs.

Regarding parts 2, 3 and 4 of your request, we have no estimate of the number of unexplained losses that might have occurred at Post Office branches operated by multiple partners (i.e., which includes those owned and operated by our strategic partners), Post Office Cash Centres, nor the number of unexplained surpluses that might have been reported by any Post Office branch.

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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