



Date
24 September 2024

Post Office
100 Wood Street,
London, EC2V 7ER

Classification:
Public

Dear [REDACTED],

Freedom of Information Request – FOI2024/01281

We are writing in response to your email received by Post Office Limited (**"Post Office"**) on 20 September, 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:

"We are acting on behalf of [REDACTED] in relation to a claim that has been presented against them.

Under the Freedom of Information Act 2000 I would like to request the following information:

Please can you provide your procedures in relation to post that has been addressed to a property that does not exist and full details on how that post is handled.

I would be grateful if the information could be provided in a written electronic format."

We can confirm we do not hold the information you have requested. Post Office separated from Royal Mail Group (**"Royal Mail"**) on 01 April 2012; therefore, we do not have access to information held by Royal Mail, including the requested information.



Whilst Royal Mail are not subject to the FOIA, you may wish to contact them to see if they hold any of the requested information. You could try Customer Services on 08457 740 740 or online at

<https://personal.help.royalmail.com/app/webforms/contact/c/310>.

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

<https://ico.org.uk>

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