



Date
21 October 2025

Post Office
100 Wood Street
London EC2V 7ER

Your Ref: FOI2025/00606

Classification:
Public

Dear [REDACTED],

Freedom of Information Request – FOI2025/00684

We are writing in response to your email received by Post Office Limited ("**Post Office**") on 23 September 2025, 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 (with our answers below each question).

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

How many years back do you hold figures for money that you believe SPM owe?

No information held – we do not hold figures for money we "believe" postmasters owe due to ceasing civil action to recover losses.

Is there a statute of limitation on how far back POL will hold details of "money owed"? What independent body is being used to establish if the SPM is guilty

These are not requests for recorded information. However, under the s16 (FOIA) 'duty to assist and advise', regarding the first question, Post Office has a duty to take steps to ensure that any recorded information that is potentially relevant to the POHIT Public Inquiry, Horizon-related redress schemes or any ongoing litigation, are preserved and are not modified in any way. This means such documents and correspondence or other information must not be deleted, amended or destroyed. Along with those obligations, Post Office applies its document retention period to all material held.

With regard to your second question, if you are referring to a Postmaster's liability to repay a discrepancy, then this process has already been provided to you under our previous FOIA response, reference FOI2025/00606. As the information is reasonably accessible to you by other means, under section 21 of the FOIA, Post Office is not required to provide a copy of the information with this response.

What role does the OEI play in any plan to recover money from SPM who do not accept responsibility for losses that only Horizon data suggests exist?

When do you plan to recover these sums and by what means?

To that end and please treat this as a new request how many Branches have had money deducted from OEI payments?

The Operational Excellence Incentive ("OEI") is a remuneration payment reflecting individual branch conformance to specific operational tasks, for example, daily cash declarations, excess cash, and cash pouch accuracy. It is not a method through which money is deducted from base variable product remuneration.

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

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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