



Date
26 November 2025

Post Office
100 Wood Street
London EC2V 7ER

Your Ref:

Classification:
Public

[REDACTED]

[REDACTED],

Freedom of Information Request – FOI2025/00789

We are writing in response to your email received by Post Office Limited (**"Post Office"**) on 29 October 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:

"Please can you give me your latest understanding of how many subpostmasters have been potentially linked to shortfalls with the software Capture.

I am asking for recorded information as I understand there is an ongoing investigation between Post Office and the Department for Business and Trade."

We can confirm that Post Office does not hold the information you have requested. The Department of Business & Trade (**"DBT"**) manages the Capture Redress Scheme, they would be best placed to know the number of postmasters potentially linked to shortfalls.

For information on the scheme please visit the Government Capture Redress Scheme webpages via the following link: <https://www.gov.uk/guidance/apply-to-the-capture-redress-scheme>.

In order to make a FOIA request to DBT you can fill in a form via the following link: <https://www.gov.uk/guidance/make-a-freedom-of-information-foi-request-to-dbt> or by the following other contact methods:

FOI@businessandtrade.gov.uk

Old Admiralty Building, Admiralty Place
London
SW1A 2DY
United Kingdom

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/>

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