



[REDACTED]

Date
12 February 2025

[REDACTED]

Post Office
100 Wood Street
London EC2V 9ER

Your Ref:

Classification:
Public

Dear [REDACTED],

Freedom of Information Request – FOI2025/00037

We are writing in response to your email received by Post Office Limited (“**Post Office**”) on 17 January, 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 with our answers in turn below:

“Please can you provide me with the following information in regard to the Horizon Shortfall Scheme (HSS).”

1. “How many applications have been submitted to the scheme between 1 April 2024 & 31 December 2024.”

We can confirm 1,082 Applications were submitted for full assessment, plus 3,346 Applications to Fixed Sum (of which 881 had previously applied for the full assessment and so were already in the Horizon Shortfall Scheme “HSS”).

2. “Of the total number of applications submitted during this time frame, how many applicants have been offered the option of accepting a payment of £75,000.00”

We can confirm of the 1,082 Applications for full assessment during 1-April to 31 Dec 2024, as of 22 January 2025, 617 had been offered the Fixed Sum Option.

3. “Of the total number of applicants that have been offered £75,000.00 how many have taken up this option.”

Of the 617 who have been offered £75,000, 467 (76%) have taken up this option. Further, 24 had rejected the Fixed Sum Option in favour of full assessment. Others are yet to reply. Across the whole population, 19,000 invitations had been issued by 31-Dec-24, and in total 3,346 had taken the Fixed Sum option.

4. “Of the total number of applicants that have taken up the option of the £75,000.00, how many have been paid in full.”

We can confirm of the 3,346 who have taken the Fixed Sum option, 514 had been paid in full by 31-Dec.

For your awareness, the Post Office publishes a monthly update on its website relating to the number of claims to the HSS and the amount of redress that has been paid. You can find more information at this link - [Post Office Corporate](#)

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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