



Date
5 March 2025

Post Office
100 Wood Street
London EC2V 9ER

Your Ref:

Classification:
Public

Dear [REDACTED],

Freedom of Information Request – FOI2025/00090

We are writing in response to your email received by Post Office Limited (**"Post Office"**) on 11 February, 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:

"I would like to know how many Passports go missing when sent using the Check and Send service agreement the Post office has with HMPO.

Please provide details of the numbers of passports missing/lost or stolen within the last year using that service.

Please provide a comparative figure of those missing/lost or stolen when sent without using the check and send service.

Please provide information on how the check and send service send documents to a HMPO address with a redirection request in place."

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

The volume of lost/missing applications in this financial year is 2, out of 425,793 applications. This is a rate of 0.0005% of applications.

Post Office are unable to provide a comparative figure for passport applications submitted via other means (including through the regular postal service provided by Royal Mail), as we only collect data on the services we provide.

We can confirm that Post Office sends all applications to His Majesty's Passport Office ("HMPO") via Royal Mail's 'Special Delivery Guaranteed' service. We are unable to provide any further information regarding HMPO redirection services, as this matter relates to HMPO's processing of applications and is, therefore, not held by Post Office.

You can contact the Home Office if you wish to find out more regarding HMPO's services, via the following email address:

foirequests@homeoffice.gov.uk

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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