



[Redacted]
[Redacted]
[Redacted]

Date
14 November 2025

Post Office
100 Wood Street
London EC2V 7ER

Your Ref:

Classification:
Public

Dear [Redacted],

Freedom of Information Request – FOI2025/00774

We are writing in response to your email received by Post Office Limited (**"Post Office"**) on 27 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:

"Could you please provide me with the following information as at 1/10/2025

1. Number of HSS Claims that include the word "Giro" in the text of the claim 2. Number of HSS Claims that include the word "Lisahally" in the text of the claim 3. Number of HSS Claims that include the word "Bootle" in the text of the claim

I would be delighted if you went further and defined the total number of unique HSS Claims that contained one, two or all of the aforementioned words but that is not necessary if it might take longer than is permitted under FOI rules."

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

We have carried out three separate searches across all applications submitted to the Horizon Shortfall Scheme full assessment.

During these searches, we located 19 separate applications that contained the word “Giro” in the text of the claim (rather than, for example, in the address of the Claimant). Please note this number also includes the words “Giros” or “Girobank”.

We did not locate any instances of the words “Lisahally” in the text of the claim.

We did not locate any instances of the words “Bootle” in the text of the claim.

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