



# Horizon Shortfall Scheme (HSS)

## Eligibility Criteria

**To be eligible for the Horizon Shortfall Scheme, applicants must meet all of the criteria set out below.**

- 1. You must have, or have previously had, a contract directly with Post Office.** If you are applying to the scheme on behalf of another person or a company, they must have, or have previously had, a contract directly with Post Office.
- 2. Your application must relate to shortfalls which arose in respect of previous versions of Horizon (sometimes referred to as Legacy Horizon, Horizon Online or HNG-X).** The scheme will not deal with issues arising with the current version of Horizon (HNG-A – sometimes referred to as the 'Branch Technology Upgrade'). If you experience an operational issue when using the current version of Horizon please report it to the Branch Support Centre.
- 3. If you are making an application on behalf of another person, you must be a legally appointed assignee, personal representative, attorney or deputy of the person you are making the application on behalf of.** Please note that you must provide proof of this legal relationship when you submit your application.
- 4. You must agree to be bound by the Terms of Reference for the scheme.** A copy of the Terms of Reference is available on the [scheme website](#).
- 5. You must not have a conviction which relied on Horizon evidence.** Under the Post Office (Horizon System) Offences Act 2024 and the Post Office (Horizon System) Offences (Scotland) Act 2024, convictions that relied on Horizon evidence are now quashed provided certain conditions are met, and redress for the people covered by those laws will be provided through the Government's Horizon Convictions Redress Scheme. If you (or your staff) suffered such a conviction, you (or your staff) should please apply to the Horizon Convictions Redress Scheme rather than the Horizon Shortfall Scheme.  
  
If you had any other non-Horizon-related conviction, or your staff had any conviction (whether Horizon-related or otherwise), please continue with your application to the HSS. You will still be eligible to apply, but some or all of any claim you bring may be excluded from a recommendation for redress by the Independent Advisory Panel.  
  
If you were prosecuted but not convicted or were given a caution (whether Horizon-related or otherwise), please continue with your application to the HSS, providing as many details as you can about the prosecution/caution. Please note that although a caution is not a criminal conviction and will not affect eligibility for the HSS under the above laws, cautions for relevant offences will be deleted from the UK Criminal Records Database or relevant criminal records.
- 6. You must not have been part of the group litigation against Post Office that settled in December 2019.** The settlement reached by the parties was full and final. You must also not have entered into a settlement agreement with Post Office after the High Court's judgment on Horizon Issues dated 16 December 2019.

If you are unsure as to whether you are eligible for the scheme, please contact [horizonshortfallscheme@postoffice.co.uk](mailto:horizonshortfallscheme@postoffice.co.uk)