



Date
4 March 2025

Post Office
100 Wood Street
London EC2V 9ER

Your Ref:

Classification:
Public

Dear [REDACTED],

Freedom of Information Request – FOI2025/00072

We are writing in response to your email received by Post Office Limited (**"Post Office"**) on 4 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:

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

If I understand it correctly, information available on Post Office corporate website states that for claims made before October 2022, 1,457 claimants have had there offer topped to £75,000.00

Regarding late applications, 376 applicants have accepted a fixed sum offer and a further 228 applicants have had there offer topped up to £75,000.00.

In total 2061 claimants in some way or another have taken up the option of £75,000.00.

Can you provide me with following information. Of the 2061 claimants, how many had a last day of service as Postmaster at the branch the claim relates to, prior to 1 January 2005?"

We can confirm that Post Office does hold the information you have requested. In your request, you state that 228 applicants had their offer “topped up to £75,000”, however, the top-up for these applicants refers to a “tax top-up”. The top-up payments of £75,000 were for 155 applicants.

In light of the above correction, there are 1,988 applicants who have taken up the £75,000 top-up, of which there are 363 separate claimants whose last day of service was before 1 January 2005.

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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