



Information Rights Team
Post Office Limited
Ground Floor
Finsbury Dials
20 Finsbury Street
London EC2Y 9AQ

Your reference:
Our reference: FOI2021/00124

John O'sullivan
request-731124-c64589fa@whatdotheyknow.com

29 March 2021

Dear John O'sullivan,

Freedom of Information Request – FOI2021/00124

I am writing in response to your email received by Post Office Limited ("**Post Office**") on 24 February, which I am dealing with under the terms of the Freedom of Information Act 2000 ("**FOIA**").

In your email you have requested the following information:

"Please can you say what SPM income was as a percentage of POL revenue for 2020-2021?"

Can you also supply the figures for 2011 through to 2020."

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

2011 – Subpostmasters' Costs as % of POL Turnover	48.9%
2012 – Subpostmasters' Costs as % of POL Turnover	49.3%
2013 – Subpostmasters' Fees as % of POL Turnover	46.7%
2014 – Subpostmasters' Fees as % of POL Turnover	45.8%
2015 – Postmasters' Fees as % of POL Turnover	44.6%
2016 – Postmasters' Fees as % of POL Turnover	42.1%
2017 – Postmasters' Fees as % of POL Turnover	40.5%
2018 – Postmasters' Fees as % of POL Turnover	38.6%
2019 – Postmasters' Remuneration as % of POL Turnover	37.6%
2020 – Postmasters' Remuneration as % of POL Turnover	40.4%
2021 – Information not held as year end is 31 st March	

*Percentages have been calculated from figures provided within Post Office's Published Annual Report & Accounts and use terminology consist with those reports, which can be found at <https://corporate.postoffice.co.uk/secure-corporate/our-financials/post-office-annual-report/>.

If you have any queries about this response, please contact me. Do remember to quote the reference number above in any future communications.

I hope the information I have provided on this occasion is useful, however 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 below stating your reasons for your internal review request.

Information Rights Manager
Post Office Limited
Information Rights Team
Ground Floor
Finsbury Dials
20 Finsbury Street
London
EC2Y 9AQ
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
<https://ico.org.uk>

Yours sincerely,

A handwritten signature in black ink that reads "JA Lawrence". The signature is written in a cursive style and is positioned to the left of a vertical line.

Jackie Lawrence
Information Rights Team
information.rights@postoffice.co.uk
<http://corporate.postoffice.co.uk/secure-corporate/about-us/access-to-information/>
@postofficenews

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