



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

Your reference:  
Our reference: FOI2022/00043

Mark Daniels  
request-822112-9360c140@whatdotheyknow.com

7 February 2022

Dear Mark Daniels,

### **Freedom of Information Request – FOI2022/00043**

I am writing in response to your email received by Post Office Limited (“**Post Office**”) on 14 January, which has been dealt with under the terms of the Freedom of Information Act 2000 (“**FOIA**”).

In your email you requested the information shown in bold below, I can confirm that Post Office does hold the information you have requested:

#### **How many Post Office branded ATMs, either operated by Bank of Ireland or Post Office Ltd, were there in the Network on 31/12/21?**

There were 1,492 ATMs in the Network as of 31/12/2021.

#### **Out of the total, how many had been migrated to the new Post Office Ltd software on or before 31/12/21?**

There were 537 ATMs migrated to the New Post Office software.

#### **Of the total of migrated ATM sites how many have reported faults to the new Tech Support line as a result of the new Software?**

We do not hold information about ATMs faults linked to the new software.

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 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 above stating your reasons for your internal review request.

Yours sincerely,

*Liesel Jackson*

Liesel Jackson  
Information Rights Team  
[information.rights@postoffice.co.uk](mailto:information.rights@postoffice.co.uk)

**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](http://www.postoffice.co.uk/privacy)**