



Information Rights Team  
Post Office Limited  
Ground Floor  
Finsbury Dials  
20 Finsbury Street  
London EC2Y 9AQ  
033 3665 3951

Our reference: FOI201612050800

Jenny  
[request-375100-2f030e57@whatdotheyknow.com](mailto:request-375100-2f030e57@whatdotheyknow.com)

04 January 2017

Dear Jenny,

### **Freedom of Information Request - FOI201612050800**

I am writing in response to your email received by Post Office Limited ("**Post Office**") on 02 December 2016, which I am dealing with under the terms of the Freedom of Information Act 2000 ("**FOIA**").

In your email you requested the following information:

*Can you please provide a list of post offices which process the application form for the Bus & Tram discount photocard in London? The tfl website states that an application should be made at a local post office but none of them close to me process it.*

I can confirm that Post Office holds the information you requested, please find a list enclosed of branches open to the public as at December 2016 that process the Bus & Tram Discount Photocard.

However it may assist you to note that Transport for London (TFL) withdrew all Bus and Tram Application Forms from our branches on the 23 November 2016. This meant that none of our branches were able to process Bus and Tram applications over the counter to our customers for about four weeks. New applications have now been received and are being distributed to our branches. Should you continue to experience difficulties processing applications please contact Post Office Customer Services on 0345 611 2970 who can investigate and provide assistance.

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  
[foia@postoffice.co.uk](mailto:foia@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: 01625 545 700  
[www.informationcommissioner.gov.uk](http://www.informationcommissioner.gov.uk)

Yours sincerely

A handwritten signature in black ink, appearing to read 'Gagan Sharma', with a stylized flourish at the end.

Gagan Sharma  
Information Rights Team  
[foia@postoffice.co.uk](mailto:foia@postoffice.co.uk)  
<http://corporate.postoffice.co.uk/access-information>  
[@postofficenews](#)

**Enclosure:** TFL Bus and Tram Branch List December 2016