



Tim McCormack

5 February 2024

Post Office
100 Wood Street
London EC2V 9ER

[request-1064869-87b437b9@whatdotheyknow.com](#)

Your Ref:

Classification:
Public

Dear Tim McCormack,

Freedom of Information Request – FOI2024/00008

We are writing in response to your email received by Post Office Limited (“**Post Office**”) on 3 January, which has been dealt with under the terms of the Freedom of Information Act 2000 (“**FOIA**”). We apologise for the delay in responding.

In your email you have requested the information shown verbatim in bold below:

“I understand from a previous FOI request that part of the process of tracking down former SPMRs in relation to potential compensation claims was for POL to provide a credit agency (I believe Equifax and POL found my address using this method) with known National Insurance numbers and other known details of former SPMRs. The Credit Agency in return provided a list of current addresses for those SPMRs that they could identify.”

Could you please provide the following information:

- a) **the total number of identification records POL sent to the Credit Agency**
- b) **the total number of current addresses that the Credit Agency returned**
- c) **if it was possible for the Credit Agency to identify deceased records from the list then then number of deceased records returned”**

We confirm that Post Office does hold the information you have requested. Post Office has four compensation schemes that are in scope of your request. Each is administered independently from the others, and an individual Postmaster could be eligible in more than one. The table below has our response in respect of each scheme:

Scheme	Part a)	Part b)	Part c)
Horizon Shortfall Scheme	25,745	22,275	1,064
Stamps Scheme	24,928	21,136	673
Proactive Case Review and Overturned Convictions	583	579	12
Suspension Remuneration Review	2,404	1,909	33

For more information about compensation schemes, please go to the following link on the Post Office website:

<https://corporate.postoffice.co.uk/en/horizon-scandal-pages/post-office-compensation-schemes/>

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@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@postoffice.co.uk
<https://corporate.postoffice.co.uk/en/governance/access-to-information/access-to-information/>

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