



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

Our reference: FOI201612091414

Mr Graham Crichton  
[request-376277-4db03194@whatdotheyknow.com](mailto:request-376277-4db03194@whatdotheyknow.com)

10 January 2017

Dear Mr Crichton,

### **Freedom of Information Request - FOI201612091414**

I am writing in response to your email received by Post Office Limited ("**Post Office**") on 09 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:

*How many "tax exempt"/free road tax registrations/renewals do you process in year over the counter?*

I can confirm that we may hold information relevant to your request; however after a further review of your request, Post Office believes that to determine the exact information that you require would significantly exceed the cost limit set out under Section 12(1) of the Act.

The appropriate limit for Post Office is set at £450. This represents the estimated cost of one person spending 18 hours in determining whether we hold the information, and in locating, retrieving and extracting the information. Therefore to search through our records in order to identify all of the information falling within the scope of your request would take significantly longer than 18 hours. Consequently, Post Office is not obliged by the FOIA to respond to the request.

You may wish to narrow the scope of your request, if you do narrow your request, I will treat this as a new request for information and exemptions may still apply. However the information you are seeking may be more readily available from the Driving Vehicle Licensing Authority (DVLA).

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](#)