



Information Rights Team  
Post Office Limited  
1<sup>st</sup> Floor, Old Street Wing  
148 Old Street  
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EC1V 9HQ  
T 020 7250 2647

Ms Andrea West  
[request-181022-ba759044@whatdotheyknow.com](mailto:request-181022-ba759044@whatdotheyknow.com)

Our reference :00LO-9CHB6F

12 November 2013

Dear Ms West,

**Ref: Freedom of Information Request - 00LO-9CHB6F**

I am writing in response to your email dated 15 October 2013, which I am dealing with under the terms of the Freedom of Information Act 2000.

In your email you have requested information to the following question:

*Can you please supply me with the process you follow for changing a subpostmasters contract eg payment received for processing a motor vehicle licence? Is it just imposed, who agrees any changes on behalf of subpostmasters, who agrees it's fair and reasonableness in contract terms.*

The majority of subpostmasters are engaged under a standard Subpostmaster Contract for Services. Under the terms of this contract, Post Office Limited is obliged to consult with the National Federation of Subpostmasters (NFSP) prior to revising the remuneration rates which are set out in Remuneration Booklets. These obligations arise out of the contract between Post Office Limited and the individual subpostmaster and not out of any separate agreement with the National Federation of Subpostmasters.

Our aim always is to discuss and agree any remuneration rate changes with the NFSP but if an agreement cannot be reached, Post Office Limited is still able implement a change in accordance with the Subpostmaster Contract.

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.

Senior Engagement & Involvement Manager  
Post Office Limited  
Information Rights Team  
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[www.postoffice.co.uk](http://www.postoffice.co.uk)

If, having requested an internal review by Post Office Limited, 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 'K Moodie', enclosed within a thin black rectangular border.

**Kerry Moodie**

Information Rights Team Leader  
Information Rights Team

[foia@postoffice.co.uk](mailto:foia@postoffice.co.uk)

<http://www.postoffice.co.uk/our-publication-scheme>