



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

Your reference:
Our reference: FOI2021/00117

John O'Sullivan
request-730268-fcfa8a9d@whatdotheyknow.com

24 March 2021

Dear John O'Sullivan,

Freedom of Information Request – FOI2021/00117

I am writing in response to your email received by Post Office Limited ("**Post Office**") on 22 February, which I am dealing with under the terms of the Freedom of Information Act 2000 ("**FOIA**").

In your email you have requested the following information:

What percentage of POL income comes from providing services for third parties, RM, DVLA, Passport Office, Moneygramme, POCA etc?

How much of this income as a percentage is paid to SPM's?

I can confirm that we do hold information that falls within the scope of your request; however, Post Office considers that the information you have requested engages section 43(2) of the Act concerning likely prejudice to Commercial Interests.

Commercial Interests

Post Office considers that disclosure of information requested about the breakdown of Post Office Financial Services products would be likely to prejudice the commercial interests of Post Office. An example of how Post Office's commercial interests could be prejudiced by the disclosure of this information is how third parties could react to the availability of the information. Unbundling of revenues may cause harm to the Post Office, its Agents and our business partners in the future as it may undermine financial negotiations and income. In addition, our business partners would treat this supply of information as a break of trust as all the products are currently provided by single contract partnerships. Segregating the information would therefore devalue any future competitive bids, reducing the value for money achieved, and providing competitors with an unfair advantage.

Public Interest

As information has been exempted under section 43(2) of the act, a public interest test applies. This involves weighing the balance of public interest in maintaining the exemption or releasing the information. Post Office understands that there is public interest in promoting the transparency and understanding of matters which are of interest to the public. However, there is also strong public interest in ensuring that

Post Office is able to operate in a fair marketplace regarding the competitive dialogue procedure and are not commercially damaged by the release of the information.

If you have any queries about this response, please contact me. Do remember to quote the reference number above in any future communications.

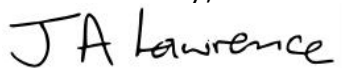
I am sorry I could not provide you with the information you requested on this occasion, however if you are dissatisfied with the handling of this response, you do have a right to request an internal review. You can do this by writing to the address below stating your reasons for your internal review request.

Information Rights Manager
Post Office Limited
Information Rights Team
Ground Floor
Finsbury Dials
20 Finsbury Street
London
EC2Y 9AQ
information.rights@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
<https://ico.org.uk>

Yours sincerely,



Jackie Lawrence
Information Rights Team
information.rights@postoffice.co.uk
@postofficenews

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