



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

Pat Aspinall
request-163593-9387d1e0@whatdotheyknow.com

Our reference : 00LO-98JBJR

05 July 2013

Dear Ms Aspinall,

Ref: Freedom of Information Request - 00LO-98JBJR

I am writing in response to your email received by Post Office Limited on 07 June 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 questions:

1. *How many face to face reviews with transformation advisors did you carry out with independent subpostmasters from April 2012 to Nov 2012.*
2. *How many face to face reviews with transformation advisors have you carried out from April 2012 to date.*

I can confirm that Post Office Limited does hold information related to your request and this is detailed below:

Question 1 - circa 2774 independent branches

Question 2 - circa 5167 branches

In terms of your second question we have taken this to mean all agents and have therefore included our multiple partners which would equate to approximately 1500 reviews. Both questions have been answered in terms of branches involved as a number of our agents operate more than one branch.

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

www.postoffice.co.uk

Senior Engagement & Involvement Manager
Post Office Limited
Information Rights Team
1st Floor
Old Street Wing
148 Old Street
London
EC1V 9HQ
foia@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

Yours sincerely

A handwritten signature in black ink, appearing to be 'O. Olabopo', with a stylized, cursive script.

O. Olabopo
Information Rights Team Support, Information Rights Team
foia@postoffice.co.uk
<http://www.postoffice.co.uk/our-publication-scheme>