



Information Rights Team
Post Office Limited
Ground Floor
Finsbury Dials
20 Finsbury Street
London EC2Y 9AQ
033 3665 3951
Your reference:
Our reference: FOI2020/00130

Mr Tim McCormack

request-653223-6e341f65@whatdotheyknow.com

15 April 2020

Dear Mr McCormack,

Freedom of Information Request – FOI2020/00130

I am writing in response to your email received by Post Office Limited ("**Post Office**") on 9 March, 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:

In the recent Horizon trial the decision of the court found the following to be the truth:

When investigating this Fujitsu found 112 occurrences affecting 88 different branches in the previous 5 years. They were as follows, taken from an internal Fujitsu presentation dealing with this:

Feb 2010 to Jan 2011 65 incidents

2011 6 incidents

2012 9 incidents

2013 7 incidents

2014 9 incidents

2015 16 incidents

Referring only to the incidents in 2015 could you please tell me the EXACT dates that these occurred and the EXACT dates the SPMR involved received recompense.

I can confirm that Post Office does hold the information you have requested.

We enclose a copy of the Fujitsu presentation referred to in the request. Page 11 of the presentation details the date of each incident, for each affected branch. Those incidents which took place in 2015 are included within the below table.

The effects of these incidents were corrected through accounting processes, either by the Postmaster or by Post Office, rather than by Postmasters receiving recompense. This information is also included within the below table.

Date of Incident	Date Incident Was Corrected
07-01-15	07-01-15
21-01-15	22-01-15
28-04-15	29-04-15
05-05-15	06-05-15
02-06-15	09-06-15
02-06-15	09-06-15
22-06-15	23-06-15
29-06-15	21-07-15
29-06-15	21-07-15
16-07-15	21-07-15
13-08-15	13-08-15
09-09-15	11-09-15
14-09-15	15-09-15
15-09-15	18-09-15
08-10-15	26-10-15
12-10-15	19-10-15

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

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
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,

Handwritten signature of Jackie Lawrence in black ink, followed by a vertical line.

Jackie Lawrence
Information Rights Team
information.rights@postoffice.co.uk
<http://corporate.postoffice.co.uk/access-information>
@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

Enc. Fujitsu presentation