

Press Statement



10 March 2015

Post Office Mediation Scheme Update

The Post Office today announced that it has completed its investigations into complaints from 136 postmasters concerning the operation of the Post Office's Horizon computer system.

Horizon has around 78,000 users across 11,500 Post Office branches and processes more than six million transactions every day. Nothing has been found in any of the cases to suggest Horizon has not worked as it should.

56 of the 136 cases have already been closed through mediation or other means. The remaining cases will now be put forward for mediation, except those which have been the subject of previous Court rulings.

Post Office will continue to consider cases with a Court ruling on an individual basis and is continuing to offer applicants the opportunity for a confidential discussion of their case, involving their Member of Parliament if they wish.

Angela van den Bogerd, Post Office Head of Partnerships, said: "This has been an exhaustive and informative process which has confirmed that there are no system-wide problems with our computer system and associated processes. We will now look to resolve the final outstanding cases as quickly as possible."

The announcement means that the Working Group set up to assess whether cases move forward for mediation will be closed.

Angela van den Bogerd added: "We would like to thank everyone who played a part in the Working Group for their valuable and important input."

Ends

Issued by: Post Office Press Office

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Notes to Editors:

About Post Office:

The Post Office has an unrivalled national network of over 11,500 branches across the UK, more than all the high street banks combined, and sits at the heart of communities across the country. Over 17 million customers and a third of SMEs visit its branches each week. It provides around 170 different services and products spanning financial services including savings, insurance, loans, mortgages and credit cards. Post Office also offers Government services; telephony; foreign currency; travel insurance and mail services.