

# Freedom of information request form

Please give us as much detail as you can on the form below (fields marked \* are mandatory).  
Once you have submitted the form, we will confirm your request has been received.

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Surname\*

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First name\*

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Business name  
(if applicable)

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Contact address\*

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Post code\*

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Email\*

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Daytime contact telephone number\*

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I would like to receive correspondence by:\*

Post

Email

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What information are you looking for?\*

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Tell us the subject matter, the business area or department within the PSR that may have dealt with this (if known) and provide dates (where relevant). This should help us deal with your request more quickly.

### Before you apply please note:

1. Not all requests for information need to be treated as formal requests under the Freedom of Information Act 2000. For example, if you request information that can be provided without any questions – such as brochures, leaflets, press releases and the text of public speeches – it will be treated as routine correspondence and forwarded to the relevant business area of the PSR to provide.
2. Is your request for recorded information? Or have you asked questions such as ‘please explain your policy on x’ or ‘explain your decision to do y’?. These are not requests for recorded information so will be treated as routine correspondence and forwarded to the relevant part of the PSR to answer directly.
3. Have you specified a timeframe or date range in your request? If not and your request is too broad then we may not be able to answer it within the time allowed. FOIA requires us to comply with a request unless it would be too expensive to do so, as estimated in the Freedom of Information and Data Protection (Appropriate Limit and Fees) Regulations 2004 made by the Ministry of Justice (link on our website). This limits our costs to £450, or 18 hours at £25 per person hour.

When estimating the cost of complying with a request the regulations account for the time spent determining whether we hold the information requested and locating, retrieving and extracting the information from the relevant documents. For example, it may be possible to answer ‘How many times have you done x in the past 6 months/year?’ as opposed to ‘Have you ever done x?’.

Generally, the shorter the timeframe the more likely it is we will be able to consider your FOIA request. If you have not specified a timeframe or date range please do so.

### Send your completed form to:

**Email** [psrfoi@psr.org.uk](mailto:psrfoi@psr.org.uk)

**Post** Information Disclosure Team  
Payment Systems Regulator  
12 Endeavour Square  
Stratford  
London E20 1JN