

Bond Dickinson

Meeting: 4 May 2016

Attendees:

Team / Function	Attendees
<b>Legal</b>	Martin Smith of Cartwright King ( <b>MS</b> ) Kamrul Zaman of Bond Dickinson LLP ( <b>KZ</b> ) Rodric Williams ( <b>RW</b> )
<b>Financial Services Centre (FSC)</b>	Andy Winn ( <b>AW</b> )
<b>Security</b>	Helen Dickinson ( <b>HD</b> )
<b>Comms</b>	Melanie Corfield ( <b>MC</b> )
<b>Network</b>	Nick Beal ( <b>NB</b> )
<b>Support Services</b>	Anne Allaker ( <b>AA</b> ) Wendy Mahoney ( <b>WM</b> ) Shirley Hailstones ( <b>SH</b> ) Kath Alexander ( <b>KA</b> )
<b>Network Business Support Centre</b>	Ibrahim Kizildag ( <b>IK</b> )
<b>Information Technology &amp; Change (IT&amp;C)</b>	N/A

**Previous issues identified and further action to be taken**

Issue	Issues/Comments/Next steps
<b>AP mismatches/ SSKs</b>	<p>AP mismatches – AA has sent a brief to AW and has asked AW to get in touch with her if further clarification was needed. AA saying that she would like the '2010' report and she understands that Peter Newcombe has a copy of the report. AW to pick up with Ian Humphries in the first instance.</p> <p>SSK – AA referring to the Trowbridge incident and how a few Crown Branches have raised SSK losses despite Horizon not likely to be at issue. Various teams are involved and security is currently looking into Trowbridge. AA saying that she will monitor how the Trowbridge matter plays out and then the Crown team will look into managing the ongoing SSK issues. Further updates will be provided on the next call.</p>
<b>Bangor</b>	KA has had a discussion with Pete Newcombe who in turn is in discussions with Steve

	Blandfield. Work in progress and further updates will be provided on the next call.
<b>Transaction corrections</b>	AA is still waiting for a response from Ian Humphries to clarify if the matter has been fully resolved.
<b>Sean Farrow (SF) supply chain</b>	AA clarifying that the matter was reopened on 8 April 2016. Currently looking to see if the answers are in the ATOS domain or cash management. AA unable to comment further until she has chased for information. AA will copy SH and AW into her email.
<b>Wimbledon 119001</b>	<p>SH seeking clarification of the figures. MS saying that there was limited information available as data only present for the last year and half. The recent data suggests false balance issues and therefore it will be useful to look into older data as well.</p> <p>SH asking who should make the decision about looking into the older data. MS saying that RW could give the go ahead. MS will liaise directly with RW outside of the meeting.</p> <p>RW happy with this but also emphasising that this matter is subject to the group action and data could be disclosable. RW asking for no email traffic on this matter.</p>
<b>Freeths Solicitors</b>	<p>RW saying that there is ongoing litigation in respect of this matter and it was not suitable to discuss this during the call in order to maintain privilege. RW briefly saying that a Letter Before Claim has been served which he needs to respond to. RW will liaise directly with SH and KA to outline what further assistance he will need from them.</p> <p>NB also clarifying that the last call minutes stated that hard copy documents should not be destroyed however this also extended to electronic documents as well. RW confirming and saying that all data should be preserved and retrieval and this applied in particular to archived data.</p>
<b>Mismatches (100 branches)</b>	AA has been in touch with the Local Authority/Housing group and will forward email update. Gale will be liaising with Loraine Garby and Kate Wilson regarding finances. AA also saying that she has corrected/updated the technical matters and there are in fact around 177 branches affected. AA will share the information with SH and KA once the update from Gale is received. This matter could potentially be closed thereafter.

<b>Sutton Oak</b>	To be closed.
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**New Issues Identified**

<b>Name</b>	<b>Area</b>	<b>Issues/Observations/Comments</b>
MS	Cartwright King	No issues
KZ	Bond Dickinson LLP	No issues
RW	Legal	No issues
HD	Security	No issues
MC	Comms	No issues
KA	Support Services	No issues
WM	Support Services	No issues
IK	NBSC	No issues
NB	Network	No issues
AW	FSC	No issues
AA	Support Services	No issues
SH	Support Services	No issues

**Action Points**

- 1 AP mismatches, SSKs – AA to send brief to AW. AW to catch up with Ian Humphries.
- 2 Bangor – KA to update further on next call.
- 3 Transaction corrections – AA to chase Ian Humphries and update further on the next call.
- 4 Sean Farrow – AA to update further
- 5 Wimbledon – MS to discuss with RW.
- 6 Freeths – RW to update where appropriate.
- 7 Mismatches - AA to liaise with SH and KA once updated.