

**Celtic Court
Tremains Road
Bridgend
CF31 1TZ**

1 March 2004

**Mr S Morgan
Lower Eggleton Post Office®
Lower Eggleton
Nr Ledbury
Herefordshire
HR8 2TZ**

Dear Mr Morgan,

As requested, you have been supplied with a copy of the transaction log and event log to enable you to further analyse the cause of the discrepancy of £1442.83 in your cash account, week 50.

I initiated a further analysis of these logs, which reaffirmed that there is no evidence of a Horizon created discrepancy.

The Horizon system will not create a discrepancy solely by the user correcting an error they have previously made, in this specific case reversing an incorrect remittance out of cheques provided that the cash figure declared is correct, the cheque figure held in stock is correct and that the remittance out cheque figure is correct against the physical cheques dispatched to Data Central - all of which appear to be in order on the Cash Account for week 50. The cheque figure dispatched to Data Central has since been verified.

My letter to you of 20th January 2004, gave you until 25th February 2004 to make good the loss or provide evidence supporting your claim that this discrepancy was generated by a systems error and not a user error.

As this period has now elapsed could you please provide the evidence to support your claim or confirm that you have made good the loss. If you are unable to make good the loss, you may wish to apply to repay in instalments. Either way I would appreciate an update from you.

Yours sincerely,

ANGELA VAN DEN BOGERD
Head of Area
Rural Network

Tel:
Fax:

GRO

