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**From:** Belinda Crowe[IMCEAEX-  
\_O=MMS\_OU=EXCHANGE+20ADMINISTRATIVE+20GROUP+20+28FYDIBOHF23SPDLT+29  
\_CN=RECIPIENTS\_CN=BELINDA+20CROWE79B93F11-569F-4526-A078-  
F5B4958A8917220@C72A47.ingest.local]  
**Sent:** Wed 27/08/2014 11:14:36 AM (UTC)  
**To:** Angela Van-Den-Bogerd[ ]; Parsons,  
Andrew[ ]; Rodric Williams[ ]  
**Cc:** Chris Aujard[ ]; David  
Oliver[ ]; Melanie Corfield[ ];  
Lucy Overhill[ ]; Belinda Crowe[ ]  
**Subject:** RE: Latest Draft POL Letter to SS Part Two Recipients

Thanks Angela

I suggest, as you are still without a laptop that I send the following to the Working group on your behalf:

Angela has asked me to pass on the following message to the Working Group as she is presently without a laptop.

All,

As you are aware Post Office has expressed concerns about the Second Sight Part Two Report as drafted and issued to Applicants and Advisors yesterday. In the interests of transparency I wanted to inform you that I am today writing to the recipients of the Part Two Report to set out Post Office's position.

The text of the letter is:

Dear [Applicant]

**Post Office Initial Complaint Review and Mediation Scheme (the "Scheme") - Second Sight's "Part Two" Report (the "Report")**

You should now have received a copy of Second Sight's "Part Two" Report.

**I must stress that the Report is not endorsed by Post Office. This is because Post Office believes that the Report is inaccurate in important areas, that there is no clear statement of the evidence upon which many of the opinions expressed in the Report are based, and that it includes matters which are beyond the scope of the Scheme and/or Second Sight's professional expertise as forensic accountants.**

I will write again setting out Post Office's detailed position on the various points raised in the Report to help you assess whether those points apply in the specific circumstances of your case. I would suggest therefore that you consider the Report in the context of that position, which will be sent to you within the next couple of weeks.

I am sorry for having to send this letter to you, but believe it important to make you aware of Post Office's position on the Report at the earliest opportunity.

I am copying this to your professional advisor.

Yours sincerely

**Angela Van Den Bogerd**  
Head of Partnerships  
Post Office Limited

**Belinda Crowe**

148 Old Street, LONDON, EC1V 9HQ

GRO

Postline: GRO

GRO

GRO

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**From:** Angela Van-Den-Bogerd

**Sent:** 27 August 2014 11:07

**To:** Belinda Crowe; Parsons, Andrew (GRO); Rodric Williams

**Cc:** Chris Aujard; David Oliver; Melanie Corfield; Lucy Overhill

**Subject:** RE: Latest Draft POL Letter to SS Part Two Recipients

Belinda,

Thank you. To confirm I am happy with the final version of the letter as drafted below.

Angela

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**From:** Belinda Crowe

**Sent:** 27 August 2014 10:01

**To:** Angela Van-Den-Bogerd; Parsons, Andrew (GRO); Rodric Williams

**Cc:** Chris Aujard; David Oliver; Melanie Corfield; Belinda Crowe; Lucy Overhill

**Subject:** RE: Latest Draft POL Letter to SS Part Two Recipients

Thanks Angela

No problem on last minute changes, it's important that we get this right and that, as it is going out in your name you are happy with it.

Final draft is as below. I have, as Chris suggested, moved the apology to the end.

I think it unlikely that JFSA will share a copy of their draft with us. However we can ask.

Copied Lucy as she will now put this onto headed paper and get it ready to go.

**Confidential**

Dear [Mr / Mrs Applicant name]

**Post Office Initial Complaint Review and Mediation Scheme (the "Scheme") - Second Sight's "Part Two" Report (the "Report")**

You should now have received a copy of Second Sight's "Part Two" Report.

**I must stress that the Report is not endorsed by Post Office. This is because Post Office believes that the Report is inaccurate in important areas, that there is no clear statement of the evidence upon which many of the opinions expressed in the Report are based, and that it includes matters which are beyond the scope of the Scheme and/or Second Sight's professional expertise as forensic accountants.**

I will write again setting out Post Office's detailed position on the various points raised in the Report to help you assess whether those points apply in the specific circumstances of your case. I would suggest therefore that you consider the Report in the context of that position, which will be sent to you within the next couple of weeks.

I am sorry for having to send this letter to you, but believe it important to make you aware of Post Office's position on the Report at the earliest opportunity.

I am copying this to your professional advisor.

Yours sincerely

**Angela Van Den Bogerd**

Head of Partnerships

Post Office Limited

I am happy with your changes and don't think we need to clear further

**Belinda Crowe**

148 Old Street, LONDON, EC1V 9HQ

GRO } Postline: GRO

GRO

GRO

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**From:** Angela Van-Den-Bogerd

**Sent:** 27 August 2014 10:30

**To:** Belinda Crowe; Parsons, Andrew (GRO); Rodric Williams

**Cc:** Chris Aujard; David Oliver; Melanie Corfield

**Subject:** RE: Latest Draft POL Letter to SS Part Two Recipients

Belinda,

I have suggested a few stylistic changes to the letter. I'm sorry to do this at this late stage but I feel the changes are necessary especially if JFSA is also writing to the Applicant.

I agree that we should as a courtesy provide a copy of the letter to the JFSA and SS. Is JFSA planning to provide us with a copy of their letter to Applicants?

Thanks,  
Angela

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**From:** Belinda Crowe

**Sent:** 27 August 2014 08:36

**To:** Angela Van-Den-Bogerd; Parsons, Andrew [GRO]; Rodric Williams

**Cc:** Belinda Crowe; Chris Aujard; David Oliver; Melanie Corfield

**Subject:** FW: Latest Draft POL Letter to SS Part Two Recipients

Angela

A final draft as agreed by Brunswick. Subject to your views, this will go out today.

Alan has asked whether POL intends to send a letter to applicants as JFSA plan also to write. As they will get a copy of this from applicants and advisors I suggest, in the interests of transparency we send them and Second Sight a copy so that they are aware.

I would be grateful for views on that.

Best wishes

Belinda

**Belinda Crowe**

148 Old Street, LONDON, EC1V 9HQ

[GRO] Postline: [GRO]

[GRO]

[GRO]

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**From:** Melanie Corfield

**Sent:** 27 August 2014 09:16

**To:** Belinda Crowe

**Subject:** RE: Latest Draft POL Letter to SS Part Two Recipients

Brunswick ok with this.

Mel

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**From:** Belinda Crowe

**Sent:** 27 August 2014 06:22

**To:** Melanie Corfield

**Subject:** Re: Latest Draft POL Letter to SS Part Two Recipients

Mel, please see below. Its a further attempt at the letter. it qualifies the statement about Second Sights

Would this satisfy Brunswick?

Best wishes

Belinda

**Confidential**

Dear [Mr / Mrs Applicant name]

**Post Office Initial Complaint Review and Mediation Scheme (the "Scheme") - Second Sight's "Part Two" Report (the "Report")**

You should now have received a copy of Second Sight's "Part Two" Report.

I am sorry for having to send this letter to you, but believe it important to make you aware of Post Office's position on the Report at the earliest opportunity.

**I must stress that the Report is not endorsed by Post Office. This is because Post Office believes that the Report is inaccurate in important areas, that there is no clear statement of the evidence upon which many of the opinions expressed in the Report are based, and that it includes matters which are beyond the scope of the Scheme and/or Second Sight's professional expertise as forensic accountants.**

I will write again setting out Post Office's detailed position on the various points raised in the Report to help you assess whether those points apply in the specific circumstances of your case. I would suggest therefore that you consider the Report in the context of that position, which will be sent to you in due course. (this is too open ended - I would prefer to give an indication of timescales even if only .....will be sent to you in the next couple of weeks)

With thanks for your continuing cooperation. (this is potentially antagonistic as many Applicants do not regard themselves as co-operating with POL .....quite the opposite in many cases. I suggest that this sentence is deleted).

I am copying this to your professional advisor.

Yours sincerely

**Angela Van Den Bogerd**

Head of Partnerships

Post Office Limited

Best wishes

Belinda

Belinda Crowe

148 Old Street, LONDON, EC1V 9HQ

GRO Postline: GRO

GRO

GRO

On 26 Aug 2014, at 18:33, "Rodric Williams" <GRO> wrote:

**DRAFT BEGINS:**

Dear [Mr / Mrs Applicant name]

**Post Office Investigation and Mediation Scheme (the "Scheme") - Second Sight "Part Two" Report (the "Report")**

You should have separately received a copy of Second Sight's "Part Two" Report.

We apologise for having to send this letter to you, but believe it important to make you aware of our position on the Report at the earliest opportunity.

**We must stress that the Report is not endorsed by Post Office. Post Office believes that the Report is inaccurate in important areas, that there is no clear statement of the evidence upon which many of the opinions expressed in the Report are based, and that it includes matters which are beyond the scope of the Scheme and/or Second Sight's professional expertise as forensic accountants.**

Post Office will set out our detailed position on the various points raised in the Report to help you assess whether those points apply in the specific circumstances of your case. You should therefore consider the Report in the context of that position, which will be sent to you in due course.

With thanks for your continuing cooperation,

Yours sincerely


**Angela Van Den Bogerd**  
Head of Partnerships  
Post Office Limited

Rodric Williams I Litigation Lawyer  
<image002.jpg>

<image003.png> 148 Old Street, LONDON,  
EC1V 9HQ

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