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Calum Greenhow  
Chief Executive Officer  
The National Federation of SubPostmasters  
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16 July 2020

Dear Calum,

**Re: Options to explore on further compensation of GLO Claimants**

Thank you for your letter of 9 July 2020. I am grateful for the opportunity to discuss with you the matters that you raise.

Let me begin by saying that we understand that some GLO Claimants are disappointed with their allocation of the £57.75m settlement sum. That is not a reflection on the reasonableness of the offer but rather the result of the arrangements between the Claimants, their lawyers and their funders. You will appreciate that Post Office was not party to those arrangements and has no insight into how the settlement sum was divided between the various interested parties. The settlement was reached following a detailed examination of the value of the GLO Claimants' claims and an extensive period of negotiation where the GLO claimants were represented and advised by their lawyers and the GLO Steering Committee throughout. The settlement expressly covered the claims you identify at the third paragraph of your letter and the costs associated with the litigation.

I am not unsympathetic to the unfortunate personal situations some of the GLO Claimants but, in all these circumstances, I do not believe I could in good conscience recommend that Post Office unwind the deal that was reached as being in the best interests of Post Office or the postmasters it currently serves. As such, to the extent that the GLO Claimants are dissatisfied with their outcomes, I am constrained to say that those are matters they will need to take up with their lawyers and funders who were responsible for that allocation.

Commenting briefly on the two proposals outlined in your letter:

1. The Historical Shortfall Scheme (HSS) is intended to resolve past issues for current and former postmasters who believe they have experienced shortfalls related to previous versions of Horizon but were *not* part of the Group Litigation and therefore unable to share in the settlement. This was agreed with the GLO Claimants at the

time of the settlement. I have tried to explain above why unwinding that settlement is not a realistic option for Post Office.

2. As Fujitsu continues to be one of our principal suppliers, it would be inappropriate for me to comment on how Post Office might resolve matters arising out of the litigation with it. What I can, however, say is that Post Office is committed to ensuring that the appropriate measures and controls are in place to better manage the various systems and services which Fujitsu is providing. However, to the extent that the GLO Claimants wish to raise matters with Fujitsu directly, that is obviously a matter for them and not something we at Post Office can control.

I appreciate that this may not be the response you were hoping for but I hope that I have at least managed to explain why Post Office considers it appropriate to abide by the terms of the settlement reached. I believe we have made significant strides towards our goal of resetting the relationship with postmasters and, as you know, a concerted program of work is continuing on this front under my specific direction. In order to maintain the momentum we have generated, I do however consider that it is necessary for us all to look forward.

I look forward to speaking to you when we have our bi-monthly call on 11<sup>th</sup> September.

Yours sincerely,

The logo consists of the letters 'GRO' in a bold, black, sans-serif font. The letters are enclosed within a rectangular border that has a dashed or dotted pattern.

Nick Read  
Group Chief Executive Officer