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**From:** Amanda Cox [GRO]  
**Sent:** Fri 20/12/2019 11:47:41 AM (UTC)  
**To:** Mr Andrew B Summers [GRO]  
**Cc:** Calum Greenhow [GRO]  
**Subject:** RE: Horizon trial judgement FAD: 200647 Post Office: Orleton PO

Dear Mr Summers

Thank you for your response to the court case outcome in respect of the Horizon trial.

Much is being said across media, which naturally focuses on certain aspects of the trial. The judgement handed down by Mr Justice Fraser is nearly 600 pages long with over a 1000 individual paragraphs and he himself states the complexity of the trial and also the 3 versions of Horizon.

The reason why we are directing individuals, of which there are many, to the Complex Case Team in Chesterfield is because that is the central place within Post Office where all those who believe they have suffered a financial loss can go to have their case considered. The NFSP are not absolving ourselves of our role but ensuring that current and former colleagues are being treated properly and fairly.

Our role now, will be to sit down with Post Office regularly to go through the individual cases to ensure that each case has been looked at and considered carefully in light of the judgement. Given their number and complexity, will take time so patience will be required.

This brings me on to the second of your points. Mr Justice Fraser in paragraph 34 says the following

“In my judgment, the correct construction of Horizon Issue 1 is that contended for by the claimants. In other words, it involves a two-stage process. Firstly, consideration of whether there were, or are, bugs, errors or defects in the Horizon system as alleged by the claimants. Secondly, if the answer is that there were, or are, such bugs, errors or defects, the second stage is to consider whether these have (or did have previously) the potential to cause apparent or alleged discrepancies in SPMs’ branch accounts generally. **The issue is *not* whether such bugs, errors or defects did *in fact* cause such discrepancies or shortfalls in the claimants’ accounts specifically. That separate or different issue – the effect upon claimants’ branch accounts - is a more claimant specific one. It will have to be determined at some stage, for any of the claimants whose individual claims come to trial in the future.** It may require expert forensic accountancy evidence. It was not ordered to be dealt with in the Horizon Issues trial. The Horizon Issues were intended to be, and in my judgment on their wording are, generic issues relating to Horizon and its operation. **However, if a bug, error or defect is shown to have had an actual impact on any SPM’s accounts, then by definition it has had the potential to have such an impact. Actual impact on branch accounts can therefore be of assistance in considering Issue 1 as ordered, namely including potential.**”

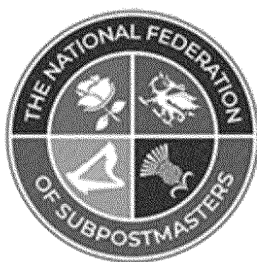
The above shows the complexity of the overall case and partly why we are suggesting colleagues go to the Complex Case Team because each claim will have to be viewed in light of if it was a bug, error or defect that caused the loss or was a mistake on behalf of the Horizon user.

As someone who has used Horizon since its inception in 1999 and still do, I was and still am at risk of the above, just as my colleagues so I can assure you that I am well aware the need to challenge Post Office to deal with past, present and future cases properly in a manner that seeks resolution

rather than prosecution.

Yours,

Calum Greenhow  
Chief Executive Officer



Amanda Cox

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-----Original Message-----

From: andrew@orleton.eclipse.co.uk (GRO)  
[mailto:andrew@orleton.eclipse.co.uk] (GRO) On Behalf Of Mr Andrew B Summers  
Sent: 20 December 2019 10:59  
To: Amanda Cox (GRO)  
Cc: george+dev-nfsp-admin@ (GRO)  
Subject: Horizon trial judgement FAD: 200647 Post Office: Orleton PO

I have read with great interest the statement on the Horizon trial.

Two matters come to mind:

Firstly, why is the Fed telling members with these problems to go to NBSC or the other e-mail address? Surely your policy is to support postmasters with these problems to come to NFSP for support and advice in the event of NBSC being unable to help - presumably this last will apply to most cases

Secondly, although the judgement stated that Horizon is more robust and even 'far more robust' than Legacy Horizon, it does not state or infer that the system is actually robust. I know this may seem like semantics, but this situation is extremely important to those with problems who need to know exactly what the judgement stated.

Please confirm the NFSP understands these statements this way as soon as possible.

Thank you