

Message

From: Andrew Parsons [/O=EXCHANGE-ORG/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=AD9ED344815E47E4AAA3C0E7E1740919-ANDREW PARS]
Sent: 11/02/2019 07:59:52
To: Angela Van-Den-Bogerd [GRO]
CC: Jonathan Gribben [/o=Exchange-Org/ou=Exchange Administrative Group (FYDIBOHF23SPDLT)/cn=Recipients/cn=ea64a893cedd463ea82d76a4b08032dd-Gribben, Jo]; Katie Simmonds [/o=Exchange-Org/ou=Exchange Administrative Group (FYDIBOHF23SPDLT)/cn=Recipients/cn=38c83ff2d54f4e8daaaf51c32c82b3dd-Katie Simmo]; Lucy Bremner [/o=Exchange-Org/ou=Exchange Administrative Group (FYDIBOHF23SPDLT)/cn=Recipients/cn=06e1b09e0d614ccd91d87a9323bd85c0-Bremner, Lu]; Dave Panaech [/o=Exchange-Org/ou=Exchange Administrative Group (FYDIBOHF23SPDLT)/cn=Recipients/cn=0310835f6adc435ab1b160664f370de9-Dave Panaec]; Michael Wharton [/o=Exchange-Org/ou=Exchange Administrative Group (FYDIBOHF23SPDLT)/cn=Recipients/cn=c5d1fba922c540cba78e94f1f8c75b15-Wharton, Mi]; Rodric Williams [GRO]; Mark Underwood1 [GRO]
Subject: 22 Bugs [WBDUK-AC.FID27032497]
Attachments: _DOC_154190294(1)_3.27 Receipts and Payments.docx; _DOC_154189323(1)_3.78 Local Suspense Issue.docx; _DOC_154189599(1)_3.43 Suspense Account Bug.docx; _DOC_154190043(1)_3.46 Dalmellington_Branch Outreach Issue.docx; _DOC_154188959(1)_3.140 Bureau discrepancies.docx; _DOC_154188831(1)_3.56 Remming In.docx; _DOC_154166863(1)_3.67 Remming Out.docx; _DOC_154188942(1)_3.148 Phantom Transactions.docx; _DOC_154174830(1)_3.99 Reversals.DOCX; FJ reports.zip

Angela

FJ have provided us with their initial comments on the 22 bugs cited by Coyne (attached). My team are now working through these to convert FJ's comments into more comprehensive and user friendly notes for Counsel. Our first 9 summaries are attached - they are a little rough and ready at the moment.

I'd be grateful for your team's help in filling some gaps in our information.

First, some of these bugs take place in the context of a particular operating practice (eg. remming in). Would your team be able to locate the relevant operating manual (or similar document) that describes the practice in question? This document(s) would help us put the bug in context when presented in Court. Note – we need the ops manual for the correct time period of the bug which might be trickier.

Second, FJ's knowledge typically runs from identification of a possible problem through to fixing the underlying bug. This activity is tracked in their PEAK and KEL systems. Where there is a financial impact, FJ tell us (and indeed this is shown in some of FJ's documents) that they will report to PO on the number of branches impacted so that PO can communicate with the SPMs and correct any resulting shortfalls (typically by way of TC). We have asked FJ to search their records for (i) lists of affected branches and (ii) communication of those lists to PO.

Would you mind trying to search for this same information from the PO side? Ideally we want to be able to show that where there has been a bug, PO has identified and corrected all affected branches. In a perfect world, this would be a list of a TCs issued to branches and covering letters to SPMs explaining what happened. This will obviously not be possible in most cases, but even some internal emails that show this happening would be useful.

I appreciate that this is looking for a needle in a haystack but anything you can do to help would be appreciated. I would suggest starting with the 9 summaries attached – in particular, 3.46, 3.56, 3.67, 3.78 and 3.99.

Kind regards
 Andy

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