

Message

From: John Breeden [GRO]
on behalf of John Breeden [GRO]
Sent: 19/02/2019 11:53:07
To: Andrew Carpenter [GRO]; Alison Bolsover [GRO]; Carol Ballan [GRO]; Dawn Wall [GRO]; Dawn.Phillips [GRO]; Keith Bridges [GRO]
Subject: RE: Debt Policy Review - Actions from 08.02.19
Attachments: In Service Debt Policy Draft V1.2 _Revised 08.02.19 JB.doc; Write-off Process - Revised Draft 4_08.02.19.docx

All,

Thanks for your input at the meeting on 8th February, hopefully we are now getting near to the finalised document.

Andy thanks for circulating the actions and the updated document reflecting the changes to the wording agreed at the meeting.

I have now attached what I hope is the final draft version of the document. I have added several other minor changes to the document which I have highlighted in yellow.

I have also:-

- Inserted the letters in the appendices which support 6.4.7 (Dawn P I have removed the word enforce from the title of the fourth letter as this did not sit well with the wording of this section).
- The two routes for dispute referred to in section 12 are now in the appendices (Dawn P thanks for reviewing the text)
- I will once we submit the document for sign off embed the write off policy as an appendix.
- I have included page numbers (top right) and version control details in the footer of each document.

Please can I ask you to complete a final review before I submit for approval.

Please can you let me have any comments by close of play on Tuesday 26 February.

Thanks

John



John Breeden
 Head of Agency Contracts Deployment

c/o Branch Services Support Team
 Post Office Ltd

GRO

GRO

Confidential Information: This e-mail message is for the sole use of the intended recipient (s) and may contain confidential and privileged information. Any unauthorised review, use, disclosure or distribution is prohibited. If you are not the intended recipient, please contact me by reply e-mail

and destroy all copies of the original message.

From: Andrew Carpenter

Sent: 11 February 2019 15:47

To: Alison Bolsover [GRO]; Carol Ballan [GRO] Dawn Wall
[GRO]; Dawn.Phillips [GRO] John Breeden
[GRO]; Keith Bridges [GRO]

Subject: Debt Policy Review - Actions from 08.02.19

Hi all

Rather than list all of the action points which were mainly to make changes to the 2 documents, I have updated the documents accordingly. I have tracked the changes but please feel free to comment if you think anything has been missed or is inaccurate!

Actions other than document updates were:

- Dawn P. Check if Non-transactional Debt is correct [e.g scales] on page 2 regarding waivers.
- Carol: To supply Dawn with wording to be included in the brackets section on page 5, section 6.4.7 [re liability]
- John: Section 13.1 →13.4 of current policy to be added as an appendix. [john to email section 13 to Dawn P.

Kind regards
Andy



Andy Carpenter

Agents Contract Advisor

C/O Branch Support Services Team

Post Office Ltd

GRO

Mobile: [GRO]