
From: Mark R Davies [GRO]
Sent: Thur 10/09/2015 8:21:31 PM (UTC)
To: Angela Van-Den-Bogerd [GRO]
Subject: Re: Atm

Thank you!

Mark Davies
Communications and Corporate Affairs Director
Post Office Ltd

Mobile: [GRO]

On 10 Sep 2015, at 20:04, Angela Van-Den-Bogerd <[GRO]> wrote:

Mark,

Yes I saw this when it came in. I've had someone to contact Amjed to see if we can get to the bottom of this for him.

Angela

From: Amjed [GRO]
Sent: 03 September 2015 09:59
To: Mark R Davies
Cc: Angela Van-Den-Bogerd
Subject: Atm

Good morning

Hope yous r well. When I took over my branch at Edinburgh rd 464 in September 2014 fad code 294832X

I have had problems with the ATM

Training was given but the lady that came out she didn't know much about the blue sheet ATM balancing sheet.

So I was left on my own my sheet has never balanced except from last week where I got another postmaster from the other side of the town to come and help me out.

This issue is that I have had some transactions corrections totally about £1900 to give but it's not my fault.

Secondly the machine is off quit an age now which I strongly believe should be upgraded.

So why do postoffice ltd have people working for them that don't have a clue in training how can they train others?

The lady that came to train me was a lady called Margaret Burke she was calling other colleagues to ask them what to do on the blue sheet I said why don't u go and tell them to come as u don't

know much about this.

I don't know what to do as this is not fair on my behalf that I need to cough out money

Please advise and help me

Regards

Amjed

Sent from my iPhone

On 19 Aug 2015, at 09:25, Mark R Davies <[redacted] **GRO**> wrote:

Good idea Amjed. I can assure you we try really hard to get our position across! But we can't talk about individual cases publicly. This is the statement we issued after Panorama.

<http://corporate.postoffice.co.uk/bbc-panorama-our-response>

I hope you have a good conversation with Angela. Don't hesitate to contact me if I can help.

Best wishes
Mark

Mark Davies
Communications and Corporate Affairs Director
Post Office Ltd

Mobile: [redacted] **GRO**

On 19 Aug 2015, at 09:23, Amjed <[redacted] **GRO**> wrote:

Yeah but I don't understand why postoffice doesn't come forward and give there evidence or are they hiding something?

I am going to call Angela tom morning and have a talk.

Thanks

Amjed

Sent from my iPhone

On 19 Aug 2015, at 09:08, Mark R Davies
<[redacted] **GRO**> wrote:

Hi Amjed

I think Angela is going to call you but just to reassure, the BBC has not seen all the evidence in the cases it featured. We don't have our own laws - we have to meet the very high standards of the courts and we prosecute very rarely.

Best wishes

Mark

Mark Davies

Communications and Corporate Affairs Director

Post Office Ltd

Mobile: GRO

On 19 Aug 2015, at 08:58, Amjed

GRO wrote:

Yeah I understand what ur saying but if the BBC r saying that innocent people r getting prosecuted then that scares the living day lights out of me.

They must have some evidence to broadcast the programme?

Also the BBC said that the postoffice has there own laws regarding punishment?

So many questions and uncertainty

Kind regards

Amjed

Sent from my iPhone

On 19 Aug 2015, at 08:48, Mark
R Davies

GRO

wrote:

Dear Amjed

Thank you for your email about
the BBC programme which was
broadcast on Monday night.

I am really sorry that it concerned
you so much. I also understand
that. It painted a very worrying
picture.

I would like to reassure you on a
few points.

Firstly, the programme was very
one-sided. I have been talking to
the programme with my team for
many months and we have
provided them with information
and evidence which disputes the
claims they made. Sadly these
were not reflected and we are
taking that up with the BBC.

Secondly, I can assure you that the
allegations made are untrue. The
Horizon system is efficient and
effective while the business takes
its approach to prosecutions
seriously: we do prosecute where
there is evidence of wrongdoing,
but we never prosecute anyone for
making innocent mistakes.

There is no evidence in the cases
featured on Panorama of issues in
the Horizon system being to blame

for losses in branch.

We cannot comment about individual cases as you will understand, but I hope this reassures you.

My number is below: do call if I can help further. I have also copied my colleague Angela who I know would also answer any concerns.

Best wishes and thank you for raising your concerns.

Mark

Mark Davies

Communications and Corporate
Affairs Director

Post Office Ltd

Mobile: GRO

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