

# Justice For Subpostmasters Alliance

Mr George Thompson  
General Secretary  
National Federation of SubPostmasters

20<sup>th</sup> December 2012

Re: Post Office Horizon System Problems

Dear Mr Thompson

I am writing to you to offer the members of the NFSP an opportunity to engage with the investigation into the reports of faults within the Horizon system.

It has taken a number of months for all the parties involved (Post Office Limited (POL), 2ndSight, the firm undertaking the investigation and ourselves, Justice For Subpostmasters Alliance (JFSA)) to agree a document which provides a safe and secure route for people to raise issues without fear of any comeback because of having done so. As ex-subpostmasters we are only too aware of the problems involved with a serving subpostmaster trying to raise Horizon issues, and I can assure your membership that we would not have accepted anything less than a guarantee of total protection.

The agreement which is in place not only covers serving subpostmasters but also applies to all POL employees, contractors and agency staff working with Horizon for POL and has been agreed at the highest levels of POL. Full details will be available on the [jfsa.org.uk](http://jfsa.org.uk) website from the start of the new year, although it should be noted that the closing date for submissions is 28th February 2013.

The investigation wants to obtain information and supporting documentation about unexplained Horizon problems that subpostmasters have noticed or have suffered from, especially those that are current. This investigation does not replace the normal route for dealing with problems, it is there to investigate historic issues where there is supporting documentation and live problems that cannot be explained.

I hope you will take this opportunity to inform your membership of the forthcoming opening for them to raise their concerns with Horizon in an environment that has been created to alleviate any concerns they may have about retaliation from POL, as it may be the only chance they ever have to do so.

Alan Bates  
Chairman  
Justice For Subpostmasters Alliance