

From: CSPOA Security[/O=EXCHANGE/OU=ADMINGROUP1/CN=RECIPIENTS/CN=CSPOA SECURITY]
Sent: Wed 06/07/2011 3:48:35 PM (UTC)
To: Paul Whitaker[]; CSPOA Security[]
Cc: Maureen Moors[]; Jane M Owen[]; Thomas Penny[]
Subject: RE: Request for a Statement from Andy Dunks.

Paul,
I think you may have misinterpreted my e-mail,,,,, I have not said that no faults were logged. What I am saying is that if you want me to I can extract the calls logged so that I can examine them to see if there are any fault calls during these dates.

Andy Dunks
Security Operations RMGA Account

Fujitsu
Lovelace Road, Bracknell, Berkshire, RG12 8SN
Tel: []
Email: []
Web: <http://uk.fujitsu.com>



Please consider the environment - do you really need to print this email?

From: Paul Whitaker []
Sent: 06 July 2011 16:28
To: CSPOA Security
Subject: RE: Request for a Statement from Andy Dunks.

No need for anything beyond this Andy. I have explained to the Police that all you can say is that no faults were logged and they are happy with that.

Regards,

Paul Whitaker

Security Manager
Security Operations - Midlands



Post Office Ltd, Future Walk, Chesterfield, S49 1PF



[]
GRO



[]
GRO



[]
GRO

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POST
OFFICE

From: CSPOA Security [GRO]
Sent: 06 July 2011 16:15
To: Paul Whitaker
Cc: Maureen Moors; CSPOA Security; Thomas Penny; Jane M Owen
Subject: RE: Request for a Statement from Andy Dunks.

Paul,

I am unable to say for definite that the Horizon system was working ok. What I can do is look at all calls logged by this PO during the date range and state that there were no faults reported by the PO to suggest any faults.

If you want me to get the calls extracted to examine the calls we will need ARQ numbers to cover this request.

Please let me know what you would like us to do..

Andy Dunks
Security Operations RMGA Account

Fujitsu
Lovelace Road, Bracknell, Berkshire, RG12 8SN
Tel: [GRO]
Email: [GRO]
Web: <http://uk.fujitsu.com>



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From: Maureen Moors [GRO]
Sent: 06 July 2011 15:45
To: CSPOA Security
Subject: FW: Request for a Statement from Andy Dunks.

Andy

Please see Paul's response below

Thank you

Maureen

From: Paul Whitaker
Sent: 06 July 2011 15:33
To: Maureen Moors
Subject: FW: Request for a Statement from Andy Dunks.

Maureen,

This is the stuff I wanted from Andy Dunks.

There has not been an ARQ in respect of this. All the Police wanted was a statement to say that the Horizon appeared to be working OK at the branch in the run up to the audit shortage. If he can't do it then I will have to tell the Police as such.

Give us a ring if you need anything else.


thanks

Regards,

Paul Whitaker

Security Manager
Security Operations - Midlands

 Post Office Ltd, Future Walk, Chesterfield, S49 1PF





 paul.whitaker

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From: Paul Whitaker
Sent: 10 June 2011 20:24
To: Jane M Owen
Subject: RE: Request for a Statement from Andy Dunks.

Sorry Jane, I read your email to suggest that it was a done deal and 6 months was what I was getting!


I will speak to Maureen on Monday. Have a good holiday.


Regards,

Paul Whitaker

Security Manager
Security Operations – Midlands

 Post Office Ltd, Future Walk, Chesterfield, S49 1PF





 paul.whitaker

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From: Jane M Owen
Sent: 10 June 2011 15:27
To: Paul Whitaker
Subject: FW: Request for a Statement from Andy Dunks.

Paul

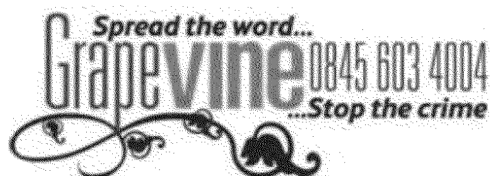
I am leaving the building in about 20 mins – can you please let me know if 6 months is ok? If you are reading this on Monday will you liaise with Maureen as I will be on my jollies

Ta

From: Jane M Owen
Sent: 10 June 2011 09:04
To: Paul Whitaker
Subject: RE: Request for a Statement from Andy Dunks.

Right so shall I go for 6 months initially – it will come off our allocation even if we are not getting the transactional data so I am loath to go for 12 as that's a big chunk

Jane Owen
Security Manager
Crime Risk
Post Office Ltd



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✓ jane.m.owen@GRO

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From: Paul Whitaker
Sent: 09 June 2011 16:50
To: Jane M Owen
Subject: RE: Request for a Statement from Andy Dunks.

Jane,

At present the Police haven't asked for Horizon records although I am sure that if they know we can provide them they will ask for them (and then not use them). All the officer asked was if we could provide a statement saying that the Horizon system was operating correctly in the run up to the shortage being identified.

The branch is St Johns Green, Branch code: - 373340

The period of time would be a reasonable period before the branch was audited on 17th November 2010.



Thanks again



Regards,

Paul Whitaker

Security Manager
Security Operations - Midlands

 Post Office Ltd, Future Walk, Chesterfield, S49 1PF

  **GRO**

  **GRO**

 paul.whitaker@  **GRO**

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POST
OFFICE

From: Jane M Owen
Sent: 09 June 2011 16:24
To: Paul Whitaker
Subject: FW: Request for a Statement from Andy Dunks.

Hi Paul
Please see Penny's email below. Can you let me know the time frame and I will get the request put in

Regards

Jane


Jane Owen
Security Manager
Crime Risk
Post Office Ltd

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From: Thomas Penny [GRO]
Sent: 09 June 2011 16:11
To: Jane M Owen
Subject: RE: Request for a Statement from Andy Dunks.

Hi Jane

Yes. Suggest you identify the timeframe when the funds were reported as missing and ask us to provide Helpdesk Call analysis.

Has Paul already received transaction records / does he need them? If he has them quote the ARQ reference numbers and get the statement to cover that timeframe. If he hasn't does he need them to accompany the witness statement?

Kind regards
Penny

Penny Thomas
Security Analyst, Customer Services

Fujitsu Services Retail & Royal Mail Group Account
Lovelace Road, Bracknell, Berks RG12 8SN

Tel: [GRO]
Mob: [GRO]
Fax: [GRO]
E-Mail: penny.thomas@ [GRO]
Web: <http://uk.fujitsu.com>

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From: Jane M Owen [GRO]
Sent: 09 June 2011 16:05
To: Thomas Penny
Subject: FW: Request for a Statement from Andy Dunks.

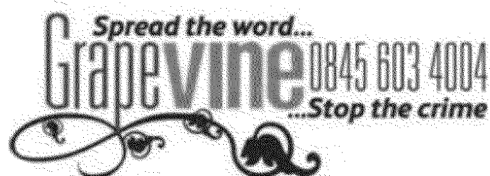
Hi Penny

Just wanted to run this by you before I make any kind of formal request. I assume that we will just request a statement as normal but would need to put it around some dates?

Regards

Jane

Jane Owen
Security Manager
Crime Risk
Post Office Ltd



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From: Paul Whitaker
Sent: 09 June 2011 15:49
To: Jane M Owen
Cc: Allison Drake
Subject: Request for a Statement from Andy Dunks.

Jane,

I currently have a Police liaison inquiry centred on St John Green Subpostoffice Rotherham.

Briefly the office was audited and found to be approx 11k short and a clerk is suspected and has been interviewed. The case has been reviewed and the Police officer has asked me to get a statement demonstrating the robustness of the horizon system at the branch.

The case is unusual as the branch is operated by a charity (YMCA) and because of this we were asked to get involved at the outset in order to possibly mitigate the adverse publicity of us demanding our money back from them.

Would it be possible to get a statement from Andy Dunks to assist and give a statement please?

Give me a bell if you need to.



PS How's your essay? Have you finished it?



Regards,

Paul Whitaker

Security Manager
Security Operations - Midlands

 Post Office Ltd, Future Walk, Chesterfield, S49 1PF

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 paul.whitaker  GRO

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