

Witness Name: Mrs Joan Bailey
Statement No.: WITN0316_01
Exhibit: WITN0316_01/1

THE POST OFFICE HORIZON INQUIRY

EXHIBIT 1

M070 Document 009

| Retail Line to Complete | |
|--|---|
| Please email to Training Delivery Team via Lotus Notes | |
| Outlet name: Howey Outlet address: Howey <div style="border: 1px solid black; padding: 5px; display: inline-block; font-size: 24px; font-weight: bold;">GRO</div> | FAD code: 158644 Outlet half day: Wed Days to be avoided: 7 December 2005 |
| Phone number: <div style="border: 1px solid black; padding: 2px; display: inline-block;">GRO</div> | |
| Agents name: Mr Lawrence Glyn Bailey | |
| Ad-Hoc Training Required | |
| (Please be as specific as possible. ie NS&I New Accounts) | |
| 1. Took call from trainer today (Ian Patterson), who feels that more training is required at the above branch. It appears that with the satellite branches that are run from this site, not enough time has been requested to properly cover the main branch of Howey. Therefore we would welcome additional training in line with the areas highlighted in the trainers report as soon as is practicable. | 4. |
| Retail Line Contact Rhianydd Z Thomas | Date: 14/11/05 |
| Address for return of completed form: POL 60 Deiniol Road Bangor Gwynedd LL57 1AA | |
| Training Delivery Team to complete: | |
| Request received: 28/11/05 | Trainer: Ian Patterson |
| Date(s) allocated: Tue 17 – Thur 19 Jan | Retail Line Informed: 28/11/05 |
| Field Trainer to complete overleaf. | |