

Witness Name: Fiona Elliott

Statement No.: WITN0349\_01

THE POST OFFICE HORIZON INQUIRY

---

EXHIBIT WITN0349\_01/1

---

FAD Code: 186711

Office Name: Urney

All Incidents.

| Incident ID | Date Taken | Status | Allocated Individual | Detailed Description                                                                                                                                     |
|-------------|------------|--------|----------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------|
| H15211165   | 07/02/2007 | Closed |                      | PM HAS BEEN SERVING IN OOH NOW HAS A MINUS FIQ                                                                                                           |
| H15212175   | 07/02/2007 | Closed | woodr01              | AS MADE TWO CASH DECS ON LOTTERY UNIT WAS ADVISED TO TRANSFERED OUT OF OOH INTO AA THE AMOUNT WHICH WAS #329 STILL SHOWING AS A MINUS WHEN DOING BALANCE |
| H15215508   | 08/02/2007 | Closed |                      | VAULT CARD                                                                                                                                               |
| H15216189   | 08/02/2007 | Closed |                      | PM ENTERED CHEQUE AS CASH FOR A&L CHEQUE DEPOSIT HOW TO REVERSE                                                                                          |
| H15244295   | 23/02/2007 | Closed | laverm               | PM HAS REVERSED A CHQ ACCEPTED IN PAYMENT FOR A BT BILL BUT STATES THIS IS SHOWING AS A GAIN IN HER CASH                                                 |
| H15244411   | 23/02/2007 | Closed | laverm               | PM SAYS THAT SHE STILL CANNOT GET THE CASH TO BALANCE AFTER THE APS REVERSAL?                                                                            |
| H15260916   | 06/03/2007 | Closed |                      | FAD CODE ENQ                                                                                                                                             |
| H15265895   | 08/03/2007 | Closed |                      | PROCESSING                                                                                                                                               |
| H15265920   | 08/03/2007 | Closed | gillats              | HAS LOTTERY LOSS IN OOH DOESNOT KNOW WHY                                                                                                                 |

|           |            |        |         |                                                                                                                                 |
|-----------|------------|--------|---------|---------------------------------------------------------------------------------------------------------------------------------|
| H15266213 | 08/03/2007 | Closed |         | CHIP AND WIN THE PM HAS A CUSTS WIN CARD HOW TO TRANSACT                                                                        |
| H15267079 | 08/03/2007 | Closed |         | CAN WE TELL PM WERE A BRANCH CODE BELONG FOR GIRO                                                                               |
| H15268143 | 08/03/2007 | Closed |         | TRANSFER                                                                                                                        |
| H15290546 | 21/03/2007 | Closed |         | THE PM WISHES TO ORDER STOCK UNCLEAR WHAT TO DO                                                                                 |
| H15312776 | 02/04/2007 | Closed |         | THE PM WANTS TO ORDER MONEY BAGS                                                                                                |
| H15315770 | 03/04/2007 | Closed |         | THE PM AS A QUERY ON A TC                                                                                                       |
| H15317822 | 04/04/2007 | Closed |         | STAMPS BOOKS HOW DO I ENTER                                                                                                     |
| H15320007 | 05/04/2007 | Closed |         | THE PM AS OUTSTANDING TRANSFERS SHOWING                                                                                         |
| H15385573 | 14/05/2007 | Closed |         | BTS NOT PRODUCED FOR 38 DAYS                                                                                                    |
| H15398425 | 21/05/2007 | Closed | browna2 | PM WANTS TO KNOW IF HER BDM CAN ORGANISE SOME TRAINING FOR BALANCING AS SHE HAS JUST COME BACK OFF MATERNITY LEAVE - 0776242444 |
| H15417103 | 29/05/2007 | Closed | morleym | THE PM IS REQUESTING EXTRA TRAINING ON BALANCEING AND ROLLOVER PROCEDURES                                                       |
| H15437869 | 08/06/2007 | Closed |         | TEL NUMBER                                                                                                                      |
| H15444380 | 12/06/2007 | Closed | bints   | OFFICE HAS NOT HAD A CALL BACK CALLED OFFICE CLOSED AT 12 TODAY WILL CALL TOMORROW AT 9AM                                       |

|           |            |        |           |                                                                                                                                                                                                                                                       |
|-----------|------------|--------|-----------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| H15445665 | 13/06/2007 | Closed |           | WILL NOT LET PM TRANSFER STOCK UNITS IN DIFFERENT TP                                                                                                                                                                                                  |
| H15446805 | 13/06/2007 | Closed |           | SERVED OUT OF OOH IN ERROR                                                                                                                                                                                                                            |
| H15461630 | 20/06/2007 | Closed |           | HOW TO CONFIRM IF A BARCODED BT BILL WAS PROC BY THE OFFICE ON 19/02/06 ?                                                                                                                                                                             |
| H15465128 | 21/06/2007 | Closed |           | CAN WE ACCEPT?                                                                                                                                                                                                                                        |
| H15467494 | 22/06/2007 | Closed |           | TEL CASH CENT                                                                                                                                                                                                                                         |
| H15471478 | 25/06/2007 | Closed | lipscov01 | PM HAS BEEN TOLD AUDITORS WERE COMING TODAY BUT STILL HASNT COME. COULD YOU PLEASE PAGE OUT AS PM WOULD ALSO LIKE TO SPEAK TO THEM WITH AN ONGOING ISSUE - 02871884110                                                                                |
| H15496163 | 09/07/2007 | Closed |           | HOW TO SPOIL                                                                                                                                                                                                                                          |
| H15518666 | 19/07/2007 | Closed |           | CHECKING OFFICE ROLLOVER                                                                                                                                                                                                                              |
| H15525563 | 23/07/2007 | Closed |           | 11KG TO ITALY HOW TO GET A SIGM-NATURE                                                                                                                                                                                                                |
| H15542707 | 01/08/2007 | Closed |           | PM HAS BEEN GIVEN INCORRECT NO FOR TONY KENNEDY AUDITOR NEEDS BELFAST NO                                                                                                                                                                              |
| H15550770 | 06/08/2007 | Closed |           | NO REM BAGS WHAT TO DO?                                                                                                                                                                                                                               |
| H15550780 | 06/08/2007 | Closed |           | STORES                                                                                                                                                                                                                                                |
| H15551625 | 06/08/2007 | Closed | morleym   | WANTING TO SPEAK TO HER AREA MANAGER RE HER ALARM SYSTEM AND WANTING TO KNOW IF HE IS COMEING OUT TO OFFICE AS HE WAS SUPPOSED TO BE. SAYS ALARM IN SHOP AND SAYS THEY WILL NOT GIVE HER CODE SO SHE CAN GET IN FOR HER OFFICE ALARM NEEDS CALL TODAY |

|           |            |        |         |                                                                                                                                                                                                   |
|-----------|------------|--------|---------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| H22302790 | 05/02/2007 | Closed | sawickg | A CLERK HAS DECLARED THE CASH TWICE ON THE OOH STOCK UNIT. IT'S BEEN ROLLD INTO THE NECT BP BUT IS SHOWING A LOSS. CAN THE PM CORRECT IT BEFORE THEY ROLL THE TP OVER ON WEDNESDAY. PLEASE ADVISE |
| H22326616 | 14/03/2007 | Closed | holmesp | PM HAS DISCREPANCY 251.51 IN OOH AND NOT SURE WHY                                                                                                                                                 |
| H22376493 | 11/06/2007 | Closed | dobbinc | PM NEEDS TO SPEAK TO UTT RE BALANCING TRAINING. SHE HAS NEVER DONE BALANCING. THIS IS THE 4TH CALL PM HAS LOGGED                                                                                  |
| H22376899 | 12/06/2007 | Closed | bints   | PM IS HAVING PROBLEMS TRANSFERING FROM OOH TO AA                                                                                                                                                  |
| H22377586 | 13/06/2007 | Closed |         | WHAT IS THE PROCEDURE IF OFFICE HAS BEEN SERVING OUT OF THE OOH SU                                                                                                                                |
| H22381284 | 22/06/2007 | Closed |         | EDDIE DEVINE REGARDING HAD 2 X POUCHES WORTH VALUE \$4.00 DELIVERY ON SAT WHEN LOOKED ONE OF THE POUCHES WAS UNDER THE TIL ON SHOPSIDE CONTACT ON [REDACTED]                                      |
| H22392851 | 09/07/2007 | Closed |         | HOW TO TREAT A REJECTED LABELS                                                                                                                                                                    |
| H22405063 | 01/08/2007 | Closed |         | AUDIT TEAM                                                                                                                                                                                        |