




Post Office Limited
148 Old Street
LONDON
EC1V 9HQ

Confidential

Ms K Linnell



By special delivery and email 

10th March 2015

Dear Ms Linnell

Complaint Review and Mediation Scheme ("the Scheme")

We refer to our letter today to Mr Alan Bates confirming that the Working Group is to be closed.

Please could you send to Post Office a final invoice for any services you have provided to JFSA this month in relation to the Scheme, up to the limit of £2,000 + VAT.

For the avoidance of doubt, there is no contractual arrangement in place, or obligation on Post Office, in relation to the payment of your fees. Post Office will however pay your final invoice but no further payments will be made after that.

[POL – please confirm that all Kay's other invoices have already been paid. If not, the final sentence needs tweaking.]

Yours sincerely



Jane MacLeod
General Counsel
For and on behalf of Post Office Limited

www.postoffice.co.uk