

Message

From: Angela Van-Den-Bogerd [REDACTED] **GRO**
Sent: 02/01/2015 12:10:42
To: Tom Wechsler [REDACTED] **GRO**
Subject: RE: Sub post masters - draft attached for comment asap, please
Attachments: image003.png; image004.png; image005.png; image006.png; image007.jpg

Tom,

I have fine-tuned and my proposed response is below. My preference would be to send in letter format as an attachment to an e-mail to Mr Hill. Would you mind arranging for this to be formatted on POL template for me so that I can send to Mr Hill today.

Thanks,
Angela

Dear Mr Hill

Thank you for copying our Chief Executive, Paula Vennells, into your email of 09 December to the Rt Hon James Arbuthnot MP in respect of the Radio 4 reports about our Horizon system. As the senior manager leading on behalf of Post Office the investigation of each of the Mediation Scheme cases your message has been referred to me for a response.

Post Office takes its responsibilities to its people and to its customers very seriously and has gone to enormous lengths to address the concerns of the small number of postmasters who have raised them with us. We set up an independent review of our computer system, actively advertised and encouraged people to come forward and have provided funding for postmasters to take professional advice to make their case to a complaint review and mediation scheme. After extensive investigations, there remains no evidence of any system-wide issue with the Horizon system.

However, I am sorry to hear that errors were made in processing payments into your ISA and I apologise for any inconvenience this may have caused you. I am keen to understand the circumstances in which the errors relating to your ISA arose and to be able to offer you as full an explanation as I can. In order to do so, I would need the information of the transaction (this will be on the receipt you have) and the name of the post office you used for this service. I would therefore be grateful if you would send me your contact details so that I may contact you or if you prefer you may contact me directly on mobile detailed at the top of this letter.

Yours

Angela Van Den Bogerd | Head of Partnerships

✉ Ty Brwydran House, Atlantic Close, SWANSEA SA7 9FJ
✉ [REDACTED] **GRO**
✉ angela.van-den-bogerd [REDACTED] **GRO**



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From: Tom Wechsler
Sent: 02 January 2015 11:46
To: Angela Van-Den-Bogerd
Subject: RE: Sub post masters - draft attached for comment asap, please

Angela

As discussed, a revised draft for you to consider. At end is the original email if you would like to send in that format. Alternatively, we can turn into a letter and PDF it (which may be preferable). Let me know, plus any comments you might want to make.

Tom

Dear Mr Hill

Thank you for copying our Chief Executive, Paula Vennells, into your email of 09 December to the Rt Hon James Arbuthnot MP in respect of the Radio 4 reports about our Horizon system. As the senior manager leading on behalf of Post Office the investigation of each of the Mediation Scheme cases your message has been referred to me for a response.

Post Office takes its responsibilities to its people and to its customers very seriously and has gone to enormous lengths to address the concerns of a very small number of postmasters. We set up an independent review of our computer system, actively advertised and encouraged people to come forward and are providing funding for postmasters to take professional advice to make their case to a complaint review and mediation scheme. After extensive investigations, there remains no evidence at all of any system-wide issue with the Horizon system.

However, I am sorry to hear that errors were made in processing payments into your ISA and I apologise for any inconvenience this may have caused you. I am keen to understand the circumstances in which the errors relating to your ISA arose and to be able to offer you as full an explanation as I can. In order to do so, I would like to be able to talk to you about the transactions and see the documentation that you have retained. I should be grateful if you would send me your contact details or alternatively if you would contact me at the telephone number [at the end of this message / at the top of this letter]

Yours

From: Hill, David (Radiology Dept Countywide)
Sent: 09 December 2014 09:18
To: james.arbuthnot.mp
Cc: Paula Vennells
Subject: Sub post masters

GRO

Dear Rt Hon James Arbuthnot,

I listened to Radio 4 news today and feel that at last some of the sub post masters who have had their lives ruined (and in some cases I believe lost), over this sad episode, may now start to see justice done.

As a customer, I just do not accept that Horizon does not make mistakes, it does. I have experienced first-hand knowledge of this. After banking my one and only cheque into a Post Office ISA I was, unbeknown to me, credited with well over more than £1000 than the cheque was worth. This was brought to my attention by Post Office Ltd who informed me that they had stopped further payments by direct debit into my ISA as this was now above the maximum limit that an ISA would allow. There was no mention from PO that I had been wrongly credited and I was not aware of this as my till receipt was all in order.

It was only after I contacted PO and told them that I could not have overpaid as I knew what I had paid in (a few monthly direct debits and the single cheque, mentioned above) and PO then corrected the ISA balance.

Had I not been honest, I would have enjoyed the benefits of this error. If this happened to me then why would this not happen to others and if it did then perhaps others have benefitted but only to the misfortune of others, if the error was in a sub post office and not a main branch.

I can only hope that the board of PO can reflect how they would feel if what has happened to the hundreds of sub post masters had happened to themselves and their families.

I am willing to give evidence if required about my experience as a customer, I still have the documentation available.

Regards

GRO

David Hill

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