

Bond Dickinson

Regular Call re Horizon Issues

Meeting: 18 September 2013

Attendees:

Team/Function	Attendees
Legal	Rodric Williams (RW) Jarnail Singh (JS) Martin Smith of Cartwright King (CK) Kayleigh Harding (KH)
Financial Services Centre (FSC)	Rod Ismay (RI)
Security	John Scott Dave Posnett (DP)
Communications	
Network	Anne Allaker (AA) Nick Beal (NB)
Information Technology & Change (IT&C)	N/A
Network Business Support Centre (NBSC)	Kendra Dickinson (KD) Jo Jacobson (JJ) Andy Haywood (AH)

Previous issues identified and further action to be taken

Issue	Issues/Comments/Next steps
Prestbury	Security team ordered incorrect data. Reordered 12/09/13. When received pass to GP for assessment. 10 days for data to be received.
Torch Visit	FJ attempted to recreate scenario, could not do so. FJ confirmed they have looked through logs, not consistent problem. Investigations exhausted. Action to be closed.
ATM Gluing Case	Individual at Wincor working on data. Escalate through Alan Smith of Bank Of Ireland if no satisfactory response by today.
Rhigos Branch	Ann Allaker – branch not in mediation. BAU process not exhausted. SPM to be invited to meeting. Security asked to not chase yet.

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E-top up	Recovery booklet – wording inserted. Going through final review with GP, NBSC and FSC. Instructions when issues occur. Wording did not explain recovery with regard to complex transactions. RI – Document in plain English. Item to be closed.
Post & Go	Operating board – investigations until end of September. Last week of report, no issues, balanced. If technical investigations exhausted, may be fraud issue. Faulty parts repaired. 3 particular branches had losses of £10k built up. Item to be left open.
Belfast Refresh	Ongoing – waiting for FJ to present proposal
Nelson	Requested 12/09 – 10 days to come through. To go to GP to analyse.
Cheques	Carry forward – cheques missing on way to cheque processing company. Waiting to ascertain if cheques cleared. Itemised spreadsheet to attribute back to branches. Limited information on back of cheques. Looking into cheque dispatch process to ascertain how problem came about. Looking at historic data – ongoing.
Pontseema	Anne Allaker – may end up in mediation. Suggesting Horizon responsible for losses. Called NSBC as SPM wanted someone independent to look into the matter. Request Tony Jamaz looks into investigation. Attempt to manage within Network.

New Issues Identified

Name	Area	Issues/Observations/Comments
DP	Security	No Issues
JS		No Issues
RI		No Issues
NB		No Issues
RW		No Issues
AH		No Issues
AA		No Issues

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KD		No Issues
KH on behalf of AP	Legal	No Issues
JJ		No Issues
AH		No Issues
SB		No Issues

Action Points

1. GP to assess Prestbury data when received.
2. ATM – await data from Wincor. If no satisfactory response, escalate through the Bank of Ireland (SB).
3. AA – report back re meeting with SPM.
4. SB to report back re update on Post & Go investigation.
5. RW – to report any updates regarding Belfast Refresh.
6. Nelson – GP to analyse report.
7. Cheques – RI to update further in due course.
8. Ponteseema – AA or Network to update further in due course.