

## Message

**From:** Angela Van-Den-Bogerd [GRO]  
**Sent:** 20/08/2014 22:31:46  
**To:** Parsons, Andrew [GRO]; Belinda Crowe [GRO]  
**CC:** alexandra.ward@[GRO]; Matthew Harris [GRO]; Pheasant, Andrew [GRO]  
**Subject:** RE: M025 draft POIR [BD-4A.FID25887007]  
**Attachments:** image001.jpg; image002.jpg; image003.jpg; image004.png; M025 POIR AVDB 20th Aug 2014.docx

Andy,

I have reviewed M025 and have the following observations in respect of the section you highlighted for my attention:

1. I personally was not aware of this incident and given that we declared the two incidents to SS that they included in their Interim Report I am surprised and somewhat concerned that internally this incident was not also raised.
2. I agree that SS will make mischief with this so we need to establish the facts quickly and our response to the obvious questions from SS which will namely be:
  - why was this incident not disclosed to them at the same time as the other two?
  - how many other incidents has POL not disclosed to SS?
  - how many Spmrs have suffered we shortfalls as a result of such incidents and are any of these Spmrs/former Spmrs now applicants of the Scheme?
3. Having read the explanation of this incident within the POIR it appears that the Horizon system did as it is designed to do and left a footprint with the result that the major incident process was initiated. All affected branches were sent a memoview and no branch suffered a discrepancy as a result of this.
4. I agree that Belinda needs to be aware of this so that the ground can be prepared - I have therefore cc'd her to this e-mail. Belinda will probably want to discuss this particular incident with Lesley and determine why this incident is only now coming to light. And if there are any other such incidents that we should be aware of.

For completeness I attach the POIR that I have tracked some changes to.

Thanks,  
Angela

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**From:** Pheasant, Andrew [GRO]  
**Sent:** 07 August 2014 08:42  
**To:** Parsons, Andrew; Angela Van-Den-Bogerd  
**Cc:** alexandra.ward@[GRO]; Matthew Harris  
**Subject:** RE: M025 draft POIR [BD-4A.FID25887007]

Angela, Andy,

I have spoken with the case handler on this case and we both share the view that this is not one of the bugs mentioned within the interim report. It appears very similar to the "Payments and Receipts mismatch" problem highlight at clause 6.5 but the timings are wrong. That occurred in September 2010 whereas the issue in M025 occurred in February 2012. Fujitsu's report covering the incident is attached (and is also included in the documents to send to Second Sight).

A much higher number of branches were affected by the 2012 incident (3009 as opposed to 2 in February 2010). 6,831 transactions were impacted (but all identified). However, my understanding is that no branch suffered a loss, including the Applicants. The issue was detected by the safeguards in place and branches were notified.

If you need any more information at this stage please let me know.

Best

Andy

**Andrew Pheasant**

Associate

for and on behalf of Bond Dickinson LLP

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**From:** Parsons, Andrew

**Sent:** 04 August 2014 07:01

**To:** Angela Van-Den-Bogerd

**Cc:** Pheasant, Andrew; 'alexandra.ward@**GRO**' Matthew Harris

**Subject:** RE: M025 draft POIR [BD-4A.FID25887007]

Angela - I'm not familiar with the details of the two bugs raised in the first SS report. It that's correct, that would make things much easier.

Andy – could you liaise with the case handler to see if the issue below is one of the two bugs mentioned in para 6 of the attached.

Thanks

Andy

**Andrew Parsons**

Senior Associate

for and on behalf of Bond Dickinson LLP

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**From:** Angela Van-Den-Bogerd [GRO]  
**Sent:** 04 August 2014 06:02  
**To:** Parsons, Andrew  
**Cc:** Pheasant, Andrew; 'alexandra.ward@ [GRO]; Matthew Harris  
**Subject:** Re: M025 draft POIR [BD-4A.FID25887007]

Andy,

I've not had chance to read the POIR and realistically won't get to this until Weds pm but isn't this one of the two incidents that we disclosed to SS as part of their interim report?

Angela

[GRO]

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**From:** Parsons, Andrew [GRO]  
**Sent:** Saturday, August 02, 2014 09:00 AM  
**To:** Angela Van-Den-Bogerd  
**Cc:** Pheasant, Andrew [GRO]; Ward, Alexandra [GRO]  
[GRO] Matthew Harris [GRO]  
**Subject:** M025 draft POIR [BD-4A.FID25887007]

Angela

Please find attached the draft POIR on M025 for your review.

There is one point that I'd be grateful if we could discuss next week. In the report, we disclose a glitch in Horizon that caused a problem impacting on 3000 branches. My understanding is that this did not impact directly on branch accounting. Nevertheless, this is likely to get SS very excited. I've highlighted the relevant bit in yellow in the attached.

I think we may just need to think through how SS may respond to this so we have our story straight. May also need to escalate to Belinda / Chris so that they are forewarned on this one.

Kind regards  
Andy

**Andrew Parsons**

Senior Associate

for and on behalf of Bond Dickinson LLP

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