

Royal Mail Group

CONFIDENTIAL Witness Statement

Criminal Justice Act 1967, Section 9; Magistrates Court Act 1980, sub section. 5A(3)(a) and 5B; Criminal Procedure Rules 2005, Rule 27.1

Statement of: Louise SHERIDAN

Age if under 18: Over 18 (if over 18 insert 'over 18')

3

This statement (consisting of ~~two~~ ^{three} pages page each signed by me) is true to the best of my knowledge and belief and I make it knowing that, if it is tendered in evidence, I shall be liable to prosecution if I have wilfully stated in it anything which I know to be false or do not believe true.

Dated the 24 day of November 2011

Signature

I am the person named above and I reside at the address stated overleaf. I am employed by Royal Mail Group as an Advanced Customer Advisor on the Network Business Support Centre (NBSC) Helpdesk at Dearne House, Barnsley and have been so since July 2004.

Part of my responsibilities within this role is to answer telephone calls and record on the Post Office Limited Remedy helpdesk logging system problems or queries reported by Post Office Branches. I also have previous Post Office Branch experience having worked in a Sub Post Office for five years prior to my present role. I therefore have an understanding of the losses and gains procedures.

Calls are logged on the Remedy system in the first instance as a Tier 1 call and the operator will upgrade the call and pass it to a Tier 2 operator to deal with if they are unable to resolve the problem. It is my responsibility to deal with Tier 2 enquiries which are usually more complex than routine calls and will include problems with losses and gains. If a call was received in relation to losses and gains it would be recorded under the following headings:

Signature

Signature witnessed by

CONFIDENTIAL
Witness Statement

Criminal Justice Act 1967, Section 9, Magistrates Court Act 1980, sub section, 5A(3)(a) and 5B; Criminal Procedure Rules 2005, Rule 27.1

Page 2 of 3 Pages

Continuation Statement of Louise SHERIDAN

Call Type - Branch Trading Procedure

Client - Balancing

Activity - All stock units

Sub-Activity - Discrepancy

As from the 22 November 2010 the call logging headings changed to

Call Type Horizon on line

Client -Branch Trading

Activity -All Stock Units

Sub- Activity - Discrepancy

I now produce exhibit LS/01 which is a log from the Remedy system relating to the calls recorded as received by Rowlands Castle Post Office between 01 June 2010 and 05/04/2011. I can see from this exhibit that there are records of 33 calls made to the NBSC from the Rowlands Castle branch. Of these there are two which fall under one of the aforementioned headings, which may relate to losses and gains at the office. The first call, made on 02 July 2010 refers to A C0 OP cash deposit which was accepted incorrectly at the branch as an Alliance and Leicester deposit and the branch has now received a Transaction Correction notice. The resolution of this inquiry advises that the deposit should not have been accepted and the cash and deposit slip handed back to the customer. The second call under one of these headings was made on 16 November 2010 and refers to the branch remitting in stock from a previous Trading Period. The resolution shows the entry

Signature

Signature witnessed by

CONFIDENTIAL
Witness Statement

Criminal Justice Act 1967, Section 9, Magistrates Court Act 1980, sub section. 5A(3)(a) and 5B; Criminal Procedure Rules 2005, Rule 27.1

Page 3 of 3 Pages

Continuation Statement of Louise SHERIDAN

'KB' which means Knowledge Base which is information on the system which advisors can gain access to give the relevant information to the caller.

Various other calls appear on the log LS/01 however none appear to be in relation to the reporting of cash shortage in the accounts or anything that would immediately appear to indirectly cause a large cash shortage in the accounts.

Signature

Signature witnessed by