

Message

From: Ronan Kelleher [imceaex-
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9e64-4f2d-b00d-917a1516b691721@c72a47.ingest.local]
Sent: 16/07/2012 16:13:35
To: Alwen Lyons [GRO]; ECT [GRO]; Angela Van-Den-Bogerd [GRO]
CC: Mike Granville [GRO]; Chris Darvill [GRO]; Alana Renner
[GRO]; Susan Crichton [GRO]; Michele Graves
[GRO]
Subject: RE: FOR ACTION: Ref: ECT 136/13 Customer name: Karen Lumley MP Draft response due: 23/07/2012
Attachments: image001.gif

Alwen

I can't see the attachment for context but the Post Office Press Office hasn't yet been approached on that matter so we haven't written a statement of that kind. I did, as a courtesy, write wording for Ron Warmington recently to assist him in responding to a subpostmaster approach he had received on this matter which was:

The scope of our Investigation has yet to be finalised and indeed our appointment has not yet been approved by James Arbuthnot. What I can say is that it has become very clear to us that the Post Office's senior management wants the investigation to get to the truth and, if appointed, we wouldn't put our names to anything less than full impartiality and transparency.

Hope this helps

Regards

Ronan

Ronan Kelleher
Head of PR and Media
Post Office Ltd

GRO

From: Alwen Lyons
Sent: 16 July 2012 17:00
To: ECT; Angela Van-Den-Bogerd
Cc: Mike Granville; Chris Darvill; Alana Renner; Ronan Kelleher; Susan Crichton; Michele Graves
Subject: RE: FOR ACTION: Ref: ECT 136/13 Customer name: Karen Lumley MP Draft response due: 23/07/2012

Ronan do we have a form of word around the independence on 2nd Sight, and what they are being asked to do, as it feels as if we need to use consistent language.

Angela on the third point do you know of any evidence where customers have complained because of the system, for example, taking money twice.

Michelle do we have any cases like this to you knowledge

Thanks
Alwen

Alwen Lyons
Company Secretary
Post Office Ltd

GRO

Tel: GRO

GRO

From: Michele Graves **On Behalf Of** ECT
Sent: 16 July 2012 15:23
To: Alwen Lyons; Angela Van-Den-Bogerd
Cc: Mike Granville; Chris Darvill
Subject: FOR ACTION: Ref: ECT 136/13 Customer name: Karen Lumley MP Draft response due: 23/07/2012
Importance: High

POST OFFICE LTD STAKEHOLDER CORRESPONDENCE TEAM DRAFT RESPONSE REQUIRED

CASE REF NO: ECT 136/13

DEADLINE FOR DRAFT: 23/07/2012

CUSTOMER DETAILS: Karen Lumley MP

SUBJECT: Horizon challenge on behalf of Julian Wilson

FOR THE SIGNATURE OF: TBC

Alwen - Angela

First let me introduce myself, I am Donna Gilhooly and I recently joined Michelles team as stakeholder correspondence team leader, I hope that I will be up and running shortly and really apreciate your assistance at this early stage.

Please find below a letter which has been sent to Moya Greene. by the MP Karen Lumley, on behalf of her constituent Julian Wilson ex-subpostmaster at Astwood Bank/Post office.

Not quite sure if this should come to you, but I understand that you have been involved in the recent developments/meetings with MPs. I would be grateful for your input on how to respond, so that I can prepare a draft response. I have a response to the recent BBC article but this is questioning the approach we are taking, raising a further issue.

In respect of the signatory I am happy for this to go out in my name, but given the sensitivity and high profile is there a view on whether this type of MP enquiry should be responded to by one of yourselves; please advise on your view on this.

Thank you

**N.B. Should you have any problems meeting this deadline or need to discuss further, please contact me at
ECT [REDACTED] GRO [REDACTED]**

(See attached file: Lumley Karen MP.pdf)