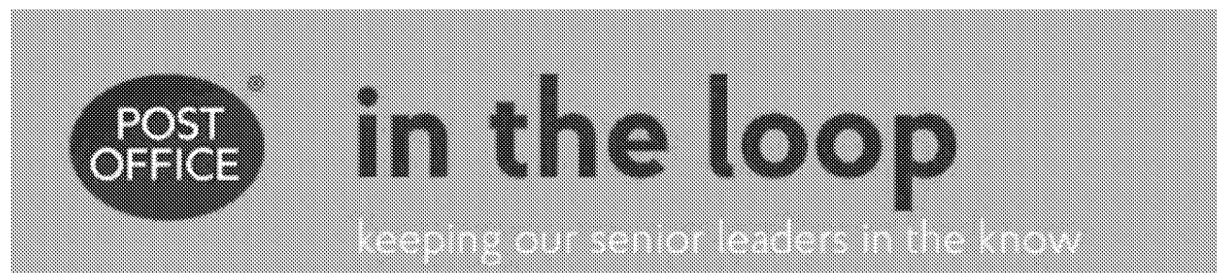


Message

From: Communications Team [GRO]
on behalf of Communications Team [GRO]
Sent: 16/01/2015 08:38:55
Subject: in the loop - media coverage over the Horizon mediation scheme
Attachments: Mediation Scheme.pdf



Mark Davies
Communications and Corporate
Affairs Director

Hello,

It is possible that over the next few days there may be more media coverage over the Mediation Scheme we set up to address the complaints of a small number of mainly former postmasters who believe the Horizon system is to blame for losses in their branches.

Given this, I thought that you might find the attached briefing note useful. It sets out our position on this issue and what we have done in response to the complaints made (in addition of course to the branch support work being led by Angela Van Den Bogerd).

Please don't hesitate to contact me if you or your teams have any questions. And if you or your team would welcome a briefing on the issue I would be happy to make time to do so.

GRO