POL00208299

From: Pheasant, Andrew GRO
Sent: Tue 02/09/2014 3:50:07 PM (UTC)
To: Rod Ismay GRO
Subject: RE: Second Sight Part Two - FSC updates (Girobank) and other interim update [BD-4A.FID20472253]

Hi Rod,

Thanks again for your comments.

Did you have anything that you wanted to add / amend in relation to the ATM section?

Best regards
Andy

Andrew Pheasant
Associate
for and on behalf of Bond Dickinson LLP

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From: Rod Ismay GRO
Sent: 02 September 2014 16:43
To: Pheasant, Andrew
Subject: RE: Second Sight Part Two - FSC updates (Girobank) and other interim update

Hi Andy

I am reviewing all the documents you have sent again – primarily re the points we talked through regarding processes I commented on.

I'll let you know today if any points arise from that.

I have two other observations:

1. The Introductory section – minor typos pages 3,4,5 but also short bit of extra text on page 6
   a. Many branch errors (including the two examples above) **are most easily identifiable in branch. They would not be evident to Post Office Ltd unless a complaint were made by a customer** – top of page 6
   b. Save when it conducts and audit.....physical cash is **ACTUALLY** in a branch, **ONLY THE EXPECTED AMOUNT PER HORIZON** (item 2.....)
   c. And on page 3 at the very foot would it be fairer to say "remit or scope" as opposed to "professional

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expertise". I don't know. I go with your judgment there.

2. Girobank section 17
   a. 4.2.3 "If there was a discrepancy, the Subpostmaster could correct the Horizon records. For example if there had been an actual deposit and a paying slip for £150 but the Giro PDR as keyed in by the Subpostmaster said £1,500 then the Subpostmaster could reverse the £1,500 and rekey the £150 as per the deposit slip, bringing the branch into balance.
   b. 4.2.4 ".....sent to **SANTANDER** via Royal Mail. The Subpostmaster would then perform his end of day cut off routines."
   c. 5.1 Second Sight refer to one part paying in books. In fact what the customer has used subsequent to 3 part paying in books is a card and a "cash ladder" (form G7001). The cash ladder is the table of £10, £20 etc that the depositor would fill in to help their own count and to help the Subpostmaster check the deposit. It is not retained by the Post Office. The fact of the situation is that Post Office and the Girobank deposit process moved to the industry standard of card based deposits where there is no paying in book. This is in no way unusual.

Thanks, Rod

Rod Ismay I Head of Finance Service Centre

2nd Floor West Block, No 1 Future Walk, West Bars, Chesterfield, S49 1PF
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Post Office Finance – 2014 Winners Public & Voluntary Sector
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BusinessFinance Awards 2014

POST OFFICE

From: Pheasant, Andrew GRO
Sent: 02 September 2014 11:04
To: Belinda Crowe; Angela Van-Den-Bogerd
Cc: Andy Holt; David Oliver1; Rodric Williams; John M Scott; Dave Hulbert; Andy Garner; Paul Inwood; Rod Ismay; Rob King; Sally Smith; Kim Abbotts; Parsons, Andrew
Subject: Second Sight Part Two - Introductory section [BD-4A.FID20472253]

Dear Belinda and Angela (and all),

Please find attached the introductory section to the response for review. This deals with general position points.
Please let me know if you have any comments in relation to this section.

Best regards
Andy

Andrew Pheasant
Associate
for and on behalf of Bond Dickinson LLP

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