

From: Belinda Crowe[jimceaex-
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=belinda+20crowe79b93f11-569f-4526-a078-f5b4958a8917220@c72a47.ingest.local]
Sent: Thur 15/01/2015 4:58:31 PM (UTC)
To: Ruth Phillips; [REDACTED] GRO
Cc: Chris Aujard; [REDACTED] GRO; Belinda Crowe; [REDACTED] GRO
Subject: suspense accounts
Attachment: Suspense Accounts.docx

Tracy

As discussed, could you please pass this to Alisdair. Many thanks Belinda

Dear Alisdair

I understand that Chris Aujard has spoken to you about the discussion at yesterday's Working Group meeting of the Complaint and Mediation Scheme. For some months, Second Sight and the independent chair of the Working Group – Sir Anthony Hooper – have been asking for information on the operation of the Post Office's Suspense Account. Put simply, this amounts to:

- How much is absorbed into Post Office P&L from the suspense account each year; and
- How much of that relates to money which is/may be properly due to Subpostmasters.

The nub of the issue is whether it is possible for a Subpostmaster/Subpostmasters to have made good a loss in branch or held accountable for a loss where it later transpires that the money was not owed therefore Post Office gains.

Please find attached a more detailed note on Second Sight's questions which you will see ask for rather more detail. It has become essential that we address these questions as a matter of urgency (although it could be that we cannot provide all the information Second Sight have requested in the attached document). The Chair of the Working Group is now pressing to provide answers as he has been asking for answers for some time. I'd be very grateful if you could give this your urgent consideration.

In addition, we have taken an action from the Working Group to organise a meeting between Second Sight and POL finance on these issues. I'd be grateful if you would also urgently consider who might attend such a meeting. Thank you in anticipation

Belinda

Belinda Crowe
148 Old Street, LONDON, EC1V 9HQ

