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**From:** Alwen Lyons[/O=MMS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=ALWEN.LYONS648EE5C4-F2A8-40E2-9F55-1B9B1E4F6D52]  
**Sent:** Wed 27/06/2012 9:51:43 AM (UTC)  
**To:** Craig Tuthill[GRO]  
**Cc:** Angela Van-Den-Bogerd[GRO]  
**Subject:** FW: Fwd: Ref; Thorney Post Office, 5 Abbey Place PE6 , Computer Systems failure.

Craig

Kevin asked me to send this through to you. He has spoken to George but we need to set up a process to pick up any further cases that he is sent. I will give him yours and Angela's names to come through to

Thanks  
alwen

**Alwen Lyons**

Company Secretary

**Post Office Ltd**

148 Old Street, LONDON, EC1V 9HQ  
Tel: GRO 5) / Mobile: GRO / Mobext: GRO

GRO

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**From:** george.thomson[GRO]  
**Sent:** 25 June 2012 09:16  
**To:** Alwen Lyons  
**Cc:** Paula Vennells; Kevin Gilliland  
**Subject:** Re: Fwd: Ref; Thorney Post Office, 5 Abbey Place PE6 , Computer Systems failure.

Alwen

I am at a meeting until 12.30, problem with phone on Fri, very strange decision by POL, outcome will be contested anyway because POL appointed investigators.

George  
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**From:** Alwen Lyons[GRO]  
**Date:** Mon, 25 Jun 2012 07:45:10 +0000  
**To:** 'George.Thomson'[GRO]  
**Cc:** Paula Vennells[GRO]; Kevin Gilliland[GRO]  
**Subject:** Re: Fwd: Ref; Thorney Post Office, 5 Abbey Place PE6 , Computer Systems failure.

George I telephoned you twice on Friday to discuss this and left messages. I also talked to Linda in Shoreham to try to get hold of you. She suggested your mobile. Would you be available this morning for a call  
Thanks Alwen

Sent from Blackberry

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**From:** george.thomson; [redacted] GRO  
**Sent:** Monday, June 25, 2012 09:38 AM  
**To:** Alwen Lyons  
**Cc:** Paula Vennells; Kevin Gilliland  
**Subject:** Re: Fwd: Ref; Thorney Post Office, 5 Abbey Place PE6 , Computer Systems failure.

Alwen

Who in POL had the idea to have a review into Horizon. Given my strong support for the integrity of the Horizon system over 5 years, I am disappointed that my views on this course of action were not sought. I am also surprised that after leaving messages with POL no one has picked up the phone to talk through this contentious decision.

George  
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**From:** Alwen Lyons <[redacted] GRO>  
**Date:** Fri, 22 Jun 2012 14:18:35 +0000  
**To:** 'George.Thomson'; [redacted] GRO  
**Subject:** Fw: Fwd: Ref; Thorney Post Office, 5 Abbey Place PE6 , Computer Systems failure.

George I am currently on a train so can't speak. I'll be off it in about an hour so will call then  
Thanks Alwen

Sent from Blackberry

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**From:** Paula Vennells  
**Sent:** Friday, June 22, 2012 04:04 PM  
**To:** Kevin Gilliland; Alana Renner; Alwen Lyons  
**Cc:** George Thomson <[redacted] GRO>  
**Subject:** Fwd: Ref; Thorney Post Office, 5 Abbey Place PE6 , Computer Systems failure.

Please can Alwen contact George as I'm out this pm, and make sure that we have a process for capturing 'interest' that comes in via the Fed.

George thank you for this. We will be completely open and transparent. I'd like to get this cleared up for everyone.

ASAP thanks

Paula

Sent from my iPhone  
Begin forwarded message:

**From:** George Thomson [redacted] GRO  
**Date:** 22 June 2012 14:25:39 GMT+01:00  
**To:** Paula Vennells <[redacted] GRO>  
**Subject:** Fwd: Ref; Thorney Post Office, 5 Abbey Place PE6 , Computer Systems failure.

Paula

Sending an example of 6 or 7 people who have contacted us in the last 2 days. Not good.

VB

George

Begin forwarded message:

**From:** "Marilyn Stoddart" <[redacted] GRO [redacted]>  
**Date:** 22 June 2012 09:22:41 GMT+01:00  
**To:** "George Thomson" <[redacted] GRO [redacted]>  
**Subject:** FW: Ref; Thorney Post Office, 5 Abbey Place PE6 , Computer Systems failure.

George  
I don't recall dealing with this previously does it ring any bells with you?  
Marilyn

Marilyn Stoddart  
Assistant General Secretary  
Evelyn House  
22 Windlesham Gardens  
Shoreham-by-Sea  
West Sussex  
BN3 5AZ

Tel : [redacted] GRO [redacted]  
Fax : [redacted] GRO [redacted]

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**From:** Amanda Cox  
**Sent:** 22 June 2012 08:14  
**To:** Marilyn Stoddart  
**Subject:** FW: Ref; Thorney Post Office, 5 Abbey Place PE6 , Computer Systems failure.

Amanda Cox  
NFSP, Evelyn House  
22 Windlesham Gardens  
Shoreham-by-Sea, West Sussex  
BN43 5AZ  
T: [redacted] GRO [redacted] F: [redacted] GRO [redacted]  
email: [redacted] GRO [redacted]  
web: [www.nfsp.org.uk](http://www.nfsp.org.uk)

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**From:** paul taylor [mailto:[redacted] GRO [redacted]]  
**Sent:** 21 June 2012 23:18  
**To:** Amanda Cox  
**Subject:** Ref; Thorney Post Office, 5 Abbey Place PE6 , Computer Systems failure.

Paul Taylor  
128A Kings Street  
London  
W6 0QU

Dear Sir/Madam

**Ref; Thorney Post Office, 5 Abbey Place PE6 , Computer Systems failure.**

**<http://www.bbc.co.uk/news/uk-18535354>**

I have previously written to you regarding a computer errors not balancing correctly at the end of each day and my 63 year old mother having to use her own money to balance the system. After constant checking, as my mother use to work in a bank and has been a sub post mistress for twelve years she is more than able to do this basic task, however, the system still did not balance even when on paper it should. Because of this she has had to use her own funds to balance the system or be accused of being incompetent or fraudulent.

After weeks of telephone conversations by my Mother with unhelpful staff from nameless Post Office personal I contacted your organisation in order for your support and advice.

Your advice was close to useless your support was non existent and my Mother was just insulted by a man stating the obvious over the telephone.

So please explain to me the link I attach below and why after several letters you did not bring this to my attention?

**<http://www.bbc.co.uk/news/uk-18535354>**

I would like you to contact Mrs G Taylor at Thorney Post Office, 5 Abbey Place, Thorney PE6 and apologise for your lack lustre performance and how you are going to support her further as I thought is the whole point being a paid member of National Federation of Sub Postmasters.

Yours sincerely

Paul Taylor

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