

From: Saf ismail [GRO]
Sent: Mon 09/05/2022 11:35:11 AM (UTC)
To: Jeff Smyth
Cc: Lisa Harrington [GRO]; Elliot Jacobs [GRO]; Nick Read [GRO]
Subject: RE: Board Action Follow Up
Attachment: RE: Dual Log In's for Horizon & New Banking Screen

Hi Jeff

Thank you for your email, I have been waiting since 18.2.22 for a response from Sree and have received nothing, this is extremely disappointing.

I have several PM's waiting for updates for these basic operating issues that have been raised, can you look into resolving both issues asap please. - (Drop and Go postage log in & the new chip and pin process)

I have cc'd Lisa and Elliot into the email as they may also have suggestions.

Regards

Saf Ismail

Non-Executive Director

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London EC2Y 9AQ

From: Jeff Smyth

Sent: 09 May 2022 12:06

To: Saf ismail [GRO]

Subject: Board Action Follow Up

Post Office Limited - Document Classification: INTERNAL

Saf, can we discuss this Board action that Nick has asked me to look into please?

"SI touched on software and shared the example of a Postmaster investing time in undertaking a customer transaction only to be told at the end of the transaction that the transaction was unsuccessful. SI advised that he had raised this with JS about 6 weeks ago. **ACTION** NR undertook to speak with JS on this."

I'm available at your convenience and get this resolved.

Thanks

jeff



Jeff Smyth
Group CIO

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M: [GRO]
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Next Planned Leave:
I work flexibly so I don't expect a response from you if you receive my email outside of your preferred working hours