

Call	Opened	Closed	Affected Site	Problem Text	Closure Text	Resolution
E-0401280325	28-Jan-04	28-Jan-04	213337	Caller states that discrepancies are going through on the system. And this has been the case for 3 weeks in a row. Week 1: £1103 down. Week 2: 4230.97 down. Week 3 (today): approx. £2500.	Call Close by Dane Meah: NBSC issue. Transferred for investigation.	RS14
E-0401290358	28-Jan-04	29-Jan-04	213337	pm reports the is having problems on his system connected to rem's, every time he rem's in it leaves him with a discrepancy and he been to the nbsc and back to us and now wants his system investigating	Call Close by Mary Rainbow: pm reports ongoing problems on system with discrepancies - pm transferred to nbsc for further assistance	RS14
E-0402020111	2-Feb-04	2-Feb-04	213337	cath nbsc) pm states that he has desktop initialisation failed on node 2.	Call Close by Ben Horseman: counter 2 successfully rolled out at release date 2.9	RS13
E-0402130261	13-Feb-04	13-Feb-04	213337	pm states that he has a rem issue	Call Close by John Lockyear: pm has a nbsc issue	RS14
E-0402130267	13-Feb-04	13-Feb-04	213337	Marie @ NBSC - PM adv his system is doubling up cash declarations and cutting off cheques they still appear the next day	Call Close by Tony Law: PM states his cheques keep carrying over from the day before. advised pm to call back if happens again as only happened the once on the 11th and cannot check event log to see if he cut off as pm rolled over since then. ref gi	RS14
E-0402160081	16-Feb-04	16-Feb-04	213337	Marie @ NBSC ~PM calling to advise that both counters were @ POLO this morning, but are rebooting OK now	Call Close by David Lawrence: Pm rebooted OK	RS15
E-0402160628	16-Feb-04	16-Feb-04	213337	Pat @ NBSC - PM adv he needs OBSC check	Call Close by Tony Law: PM adv he needs OBSC checked. OBSC Checked - result given	RS14
E-0402250454	25-Feb-04	25-Feb-04	213337	clerk reports that they have been having problems on the system when balancing that seems to be related to stock remmed in through the week	Call Close by Mary Rainbow: clerk reports problems with the balance that appear to be linked to stock remmed in - clerk will call back tonight if further assistance required	RS14
E-0402250553	25-Feb-04	25-Feb-04	213337	NBSC - PM has called the NBSC regarding problems with her balance.	Call Close by Robert Congerton: pmhtcc	RS14

BASE UNIT CHANGED.

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E-0402250565	25-Feb-04	25-Feb-04	213337	JANE @NBSC called re closed call.	Call Close by Nicola Goodson: jane@nbsc called regarding call that was closed advised jane about previous call, ref given call closed	RS14
E-0402251077	25-Feb-04	28-Feb-04	213337	pm reporting that they are getting large discrepancies for the last few weeks.	Call Close by Kuljinder Bhachu: sussanna has spoken to the pm, explained that there was no software problem found. explained that this office has been alerted to juile welsh for the discrepancies problem. pmhtcc.	RS13
E-0403040165	4-Mar-04	4-Mar-04	213337	rim reports discrepancies in the office	Call Close by Hayley Minnis: nbsc issue	RS14
E-0403040524	4-Mar-04	4-Mar-04	213337	Line manager states the PM is still getting large discrepancies and wants to know whats going on.	Call Close by Elspeth Neilson: Line manager reporting large discrepancies. Advised that the discrepancies are not caused by software/hardware, as stated in closed call E0402251077.	RS14
E-0403230583	23-Mar-04	23-Mar-04	213337	Auditor wants to know when BU was swapped at this office.	Call Close by Jacqueline Wilcock: Auditor wanted to know when BU was changed. Advised 2/02/04.	RS14
E-0403230628	23-Mar-04	23-Mar-04	213337	brett @ nbsc wants a osp for the auditor. mobile number is GRO	Call Close by David Dawe: osp given to the auditor ref offered	RS14
E-0404010718	1-Apr-04	1-Apr-04	213337	pm states the screen has frozen	Call Close by Adam Goldstein: pm states the system has frozen advised pm to reboot ref no given	RS03
E-0404190387	19-Apr-04	19-Apr-04	213337	RLM states there has been discrepancies on the system since the base unit was wapped in Feb. RLM wants to know why this is. RLM states she thinks there is something wrong with the system and wants the system to be checked from our end.	Call Close by Elspeth Neilson: RLM wanted the system to be checked as there have been discrepancies. Advised that events are normal and healthcheck passed. Advised to contact NBSC for balancing advice. Ref no given.	RS14
E-0404210187	21-Apr-04	21-Apr-04	213337	pm states that the gateway was saying to enter the pmmc and is now on a blue screen	Call Close by David Dawe: pm had a blue screen advised that the screen is normal and the pm will call back if not changed in the next 20 mins ref offered	RS14
E-0404230660	23-Apr-04	23-Apr-04	213337	pm states that he wondered if he can get a list of his calls - and of software?	Call Close by John Lockyear: pm would like a list of calls and software updates referred to nbsc	RS04

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E-0404260747	26-Apr-04	27-Apr-04	213337	Failed ADSL switch package. Cannot ascertain if ADSL cable is plugged in. Please investigate.	Call Close by Naseema Yasmin: Call closed.	RS13

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19/01/2004	213337	Marine Drive	CASH TO HEMEL	LISA WASN'T TOO SURE OF THE CORRECT PROCEDURE-IS NOW AWARE	SEE DD
20/01/2004	213337	Marine Drive	15 SALES REPORT	PM HAS NOT RECEIVED A COPY OF HIS SALES REPORT FOR LAST PERIOD (8) HOW CAN ONE OF THESE BE ORDERED	SPOKE TO SALES SUPPORT WHO GAVE NO FOR MANAGEMENT INFO TEAM ON 53322514.ADVISED THE REPORTS WERE LATE BEING DISPATCHED AND PM SHOULD RECEIVE IT BY THE END OF THE WEEK AT THE LATEST.LEFT MESSAGE WITH PM'S WIFE
20/01/2004	213337	Marine Drive	COUNTER NEWS	1 X WEEK 41/03 REQUIRED	DETAILS LOGGED
21/01/2004	213337	Marine Drive	DESCREPANCY	PM HAS CASH ACCOUNT DISCREPANCY OF #4294.67.	SPMR STILL HAS LOSS AND HAS LOGGED CALL WITH SUSPENSE
22/01/2004	213337	Marine Drive	CAPO	CUSTOMER IS DEAF AND DUMB, CAPO CARD HAS ARRIVED IN WRONG NAME , BERNISE INSTEAD OF DENISE. HUSBAND IS PERM AGENT BUT BANKING TEAM WILL NOT SPEAK TO HIM. CUSTOMER HAS SENT LETTER TO EDS EXPLAINING SITUATION AND STILL IGNORED. PM,WANTED TO SPEAK TO EDS	KB
22/01/2004	213337	Marine Drive	DISCREPANCY	PM HAS A LOSS OF #4000, HE WAS IN THE OFFICE UNTIL 11:00 LAST NIGHT AND COULD NOT FIND ANYTHING.	WENT THROUGH ALL THE BALANCE CHEQUES WITH PM, HE HAD CHECKED THE REMS IN AND OUT, HIS CASH STOCK AND P&A AND HE WAS UNABLE TO FIND THE LOSS. ADVISED I WOULD PASS THROUGH TO SUSPENSE.
22/01/2004	213337	Marine Drive	WEEK 43 #4230.97 LOSS UNAUTHORISED	WEEK 43 #4230.97 LOSS UNAUTHORISED UNKNOWN ERROR	UNKNOWN ERROR
27/01/2004	213337	Marine Drive	SPMR MEETING	IS THE MEETING AT SCARBOROUGH THE SAME AS THE ONE AT OTHER PLACES	KB YES IT WILL COVER THE SAME TOPICS
28/01/2004	213337	Marine Drive	15 SYSTEM QUERY	PM SAYS SINCE BROADBAND INSTALLED EVERYTIME HE RECEIVES STOCK INTO OFFICE HE IS SHOWING SHORT BY SAME AMOUNT HAS CHECKED TO MAKE SURE REMMED IN PROPERLEY BUT STILL SHOWING 2500.00 SHORT AMOUNT OF STOCK REMNEEDS CB TO CHECK IF ACCOUNTING OR SYSTEM PROB	ADVISED PM THAT IF HE FEELS THAT THIS IS A TECHNICAL PROBLEM TO CALL HSH BUT AFTER TALKING TO PM HE IS ENTERING ALL TRANS OK SO THIS COULD BE THE CASE ADVISED HIM TO BALANCE AND ROLL FOR A DEFINITE FIGURE THEN TO CALL HSH IF NO JOY CALL TP TO SEE LOG
28/01/2004	213337	Marine Drive	MONEYGRAM	IS THERE A SERVICE A CUSTOMER CAN SEND MONEY TO SOMEONE IN ANOTHER PART OF THE COUNTRY	KB

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29/01/2004	213337	Marine Drive	CASH ACCOUNT DISCREPENCY	IS SHOWING A LOSS OF #2523.12. SAYS THAT THIS IS THE THIRD DISCREPENCY IN AS MANY WEEKS.	CHECKED THROUGH FIGURES USING TRANSACTION LOG BY MODE AND ALSO AMOUNT LOOKED AT REMMS DECLARATION AND CASH FLOW NO TRACE OF THE DISCREPANCY CREATED CALL FOR SUSPENSE ACCOUNT TEAM.
29/01/2004	213337	Marine Drive	HORIZON	PM WOULD LIKE TO HAVE HIS TRANSACTIONAL ARCHIVES LOOKED AT MORE CLOSELY TO TRY TO IDENTIFY WHAT IS GOING WRONG WITH HIS OFFICE. HE IS HAVING A LOT OF LOSSES OVER THE LAST THREE WEEKS AND THINKS THAT THERE IS A SYSTEM FAULT WITH HIS REMMITTANCES.	I HAVE FOLLOWED KB INSTRUCTIONS AND SENT AN EMAIL TO ADELE KILCOYNE SO PM CAN STUDY HIS ARCHIVES TO TRY TO IDENTIFY WHAT HAS GONE WRONG ALL DETAILS ARE IN THE LOG
29/01/2004	213337	Marine Drive	WK44 #6754.09 LOSS UNAUTHORISED	WK44 #6754.09 LOSS UNAUTHORISEDUNIDENTIFIED	WK44 #6754.09 LOSS UNAUTHORISED
30/01/2004	213337	Marine Drive	AUTOMATED PAYMENTS	CMRS ACCOUNT HAS NOT BEEN CREDITED WITH PAYMENT	KB
30/01/2004	213337	Marine Drive	WK44 #6754.09 LOSS esc	WK44 #6754.09 LOSS UNAUTHORISED Cath PM states that he cannot identify what has caused the loss and is unable to Make Good. The PM states he made good a Loss of #1100.00 in WK42. Please contact the office to resolve and reply with any action taken.	HAS RDSHIP HAS BEEN APPLIED FOR. AWAITING RETURN OF I&E FORM
02/02/2004	213337	Marine Drive	HSH	DESKTOP INITIAISATION FAILED OPERATIONAL VIOLATION HAS BEEN DETECTED	PASSED TO HSH REF E-0402020111
03/02/2004	213337	Marine Drive	NETWORK NOMINATIONS.	PM QUERYING WHETHER NOMNATIONS ARE BEING TAKEN FOR PRE PAY MOBILE PHONE VOUCHERS.	PROCESS MAP.
03/02/2004	213337	Marine Drive	Switchboard	NUMBER FOR GIROBANK	KB
03/02/2004	213337	Marine Drive	Switchboard	TELEPHONE NUMBER FOR HANCO HELPDESK.	KB.
04/02/2004	213337	Marine Drive	ONCH	THE PROCESS FOR A ONCH REPORT	AS KB
06/02/2004	213337	Marine Drive	CARD ACCOUNT	PID HAS THE OLD ADDRESS ON	KB
09/02/2004	213337	Marine Drive	NATIONAL SAVINGS	A CUSTOMER WISHES TO TRANSFER #3000 FROM HER ORDINARY ACCOUNT TO OPEN AN INVESTMENT ACCOUNT SHE HAS ALREADY HAD A CASH WITHDRAWAL TODAY CAN I PROCESS THIS AND WHICH FORM IS USED	KB
10/02/2004	213337	Marine Drive	REM OUT	HOW TO REM OUT COIN	KB
11/02/2004	213337	Marine Drive	DISABLED CUSTOMER	PM CUSTOMER WHO HAS A DISABLED SON AND IS AN APPOINTEE AT THE MOMENT AND HAS BEEN TOLD THAT SHE CANNOT BE AN APPOINTEE FOR HER SON	KBASE
12/02/2004	213337	Marine Drive	CARD ACCOUNT	PM WOULD LIKE TO KNOW THE PROCEDURE ON OPENING A CARD ACCOUNT	COM 7

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12/02/2004	213337	Marine Drive	WEEK 46 #8243.10 LOSS UNAUTHORISED	WEEK 46 #8243.10 LOSS UNAUTHORISED ACCUMULATED LOSS OVER LAST 4 WEEKS. HARDSHIP APPLIED FOR	AMOUNT ENTERED IN SUSPENSE PENDING COMPLETION OF HARDSHIP PAPERS
13/02/2004	213337	Marine Drive	CW PERSONAL BANKING	HOW DO I PAY OUT ON A CAPITAL BANK LLOYDS TSB CHEQUE MADE OUT TO POST OFFICE LTD	ADVISED PM THAT HE SHOULD NOT PAY OUT CASH FOR THIS CHEQUE, IT SHOULD ONLY BE USED TO PAY FOR PRODUCTS OR SERVICES.
13/02/2004	213337	Marine Drive	HARDSHIP	LOSS #8243.10 WEEK 46 - ACCUMULATED OVER LAST 4 WEEKS. CHASED I&E 27/02. FURTHER LOSS #3509.68 WEEK 48. AMOUNT ADDED TO SUSPENSE. TOTAL LOSS NOW #11752.78. CATH OGLESBY AWARE AND VISITING TO ASSIST PM IN COMPLETING FORMrang to chase 25/03 PM suspended??	SPOKE TO CATH OGLESBY 25/03 PM HAS BEEN SUSPENDED AND LOSS TRANSFERRED TO LATE ACCOUNT
13/02/2004	213337	Marine Drive	HSH	PM WOULD LIKE TO ARRANGE SYSTEM CHECK DUE TO SMALL FAULTS WITH SYSTEM	HSH TONY
16/02/2004	213337	Marine Drive	CAPO	CARD CANNOT BE READ BY SYSTEM WHAT TO DO	KB
16/02/2004	213337	Marine Drive	CARD ACCOUNT WITHDRAWAL	SYSTEM UNAVAILABLE CAN THEY DO A WITHDRAWAL	KB
16/02/2004	213337	Marine Drive	HORIZON	HORIZON	KB 0628
16/02/2004	213337	Marine Drive	Switchboard	PM WANTS TO SPEAK TO HSH FROZEN SCREENS 0081	KB
19/02/2004	213337	Marine Drive	Switchboard	What are the Telephone numbers for Transaction Processing	KB
21/02/2004	213337	Marine Drive	CARD ACCOUNT	PM ASKING HOW TO DEAL WITH DEATH OF CARD HOLDER	KB
24/02/2004	213337	Marine Drive	Page RLM	CAN CATH OGLESBY PLEASE CALL PM REGARDING THE PREVIOUS CONVERSATION ABOUT THE ONGOING SYSTEM PROBLEM . PM INSISTS YOU ARE AWARE THANKS	rlm cath oglesby advised @ 11:40am,
25/02/2004	213337	Marine Drive	CB TUESDAY HORIZON	PM HAS BEEN HAVING TERRIBLE PROBLEMS WITH THE SYSTEM AND THERE BALANCE FOR ABOUT 6 WEEKS NOW-SHE HAS BEEN ONTO HORIZON WHO PROMISED THEY WOULD DO A SYSTEM CHECK-PM WANTED TO KNOW WHETHER THEY HAD DONE IT OR STARTED IT BUT HORIZON DOESNT SEEM TO BE SEE LOG	SANDRA SPOKE TO HSH TEAM LEADER WHO ARE NOW LOOKING INTO THIS FOR PM. RANG PM ON TUESDAY AND SHE CONFIRMED HSH HAD BEEN IN TOUCH. GAVE CALL REF AND ASKED HER TO CALL BACK IF SHE HAD ANY FURTHER PROBLEMS
25/02/2004	213337	Marine Drive	Switchboard	PM WANTED TO SPEAK TO HSH REGARDING SYSTEM PROBLEMS	TRANSFERED TO HSH-

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26/02/2004	213337	Marine Drive	CASH ACCOUNT DISCREPANCY	THE OFFICE HAS A DISCREPANCY AND IS WANTING A CALL FROM SERVICE SUPPORT REF H13071268 #3509.68 SHORTAGE AND WOULD LIKE TO USE THE SUSPENSE ACCOUNT	ADVISED PM THE SUSPENSE ACCOUNT TEAM WILL DEAL WITH UNTIL PM ROLLS INTO THE CORRECT CAP SPOKE TO CLAIRE SHE ADVISED HSH ARE STILL INVESTIGATING THE PROBLEM
26/02/2004	213337	Marine Drive	SMARTPOST	PM IS ENTERING A SMARTPOST ITEM ON THE SYSTEM, IT IS AN AIRSURE GOING TO THE USA WITH A VALUE OF #300. THE PM PUTS THE VALUE IN BUT THE PRICE DOES NOT INCREASE. WHY?	WENT THROUGH THE PROCEDURE FOR SMARTPOST AND PM WAS ENTERING HIGH VALUE AT THE START OF THE TRANSACTION SO IT SETS THE PRICE AT THE HIGH VALUE COMPENSATION RATE.
26/02/2004	213337	Marine Drive	WEEK 48 #3509.68 LOSS UNAUTHORISED	WEEK 48 #3509.68 LOSS UNAUTHORISED UNKNOWN ERROR. HAS AN ONGOING PROBLEM WHICH HSH ARE INVESTIGATING. PM IS COMPLETING I&E FORM TO START HARDSHIP PROCESS FOR PREVIOUS DISCREPANCIES. THIS AMOUNT ENTERED IN SUSPENSE TO INCLUDE IN HARDSHIP PROCESS	UNAUTHORISED BUT ENTERED IN SUSPENSE PENDING HARDSHIP
03/03/2004	213337	Marine Drive	CAPO	CUSTOMER ASKED FOR NAME CHANGE ON CAPO CARD , WRONG NAME ON , SAME NAME ON NEW CARD	KB
04/03/2004	213337	Marine Drive	45 DISCREPANCY PROBLEMS	RLM KATH OGLESBY HAS CALLED HSH AS THE OFFICE ARE CONSTANTLY SHOWING LOSSES EVERY WEEK AND THINKS THIS MAY BE DOWN TO SOFTWARE AS THE AMOUNT IS GETTING WORSE EACH WEEK, HSH HAS PUT HER STRAIGHT THROUGH HERE WITHOUT CHECKING ANY INCIDENTS, SEE LOG	PM SENT IN CASH ACCOUNTS FOR WEEKS 41 42 43. WENT THROUGH THESE WITH TL ANDREW PRICE BUT NOTHING SHOWED. THE LOTTERY ERRORS WERE DUE TO ENTERING WED FIGURES ON THURSDAY.PM SAID HE WOULD WORK MANUAL ALONG SIDE HORIZON AND IF ANYTHING SHOWS HE WOULD CALL
08/03/2004	213337	Marine Drive	CASH DECLARATION	PO IS ASKING ABOUT THE CASH DECLARATION ON THE SYSTEM AS HE HAS 7,579.00 CAN SARAH PENNINGTON TAKE THE CALL AS SHE HAS BEEN DEALING WITH THIS ONE	PM SENDING SNAPSHOTS FROM SAT AND TODAY THROUGH
08/03/2004	213337	Marine Drive	DWP	What to do with Impounded DWP Pension and Allowance dockets	ADVISED PM DWP MAKES POLICY NOT POCL
08/03/2004	213337	Marine Drive	PREMIUM BONDS	WHO SHOULD THE CHQ BE PAYABLE TO FOR PREMIUM BONDS	KB
09/03/2004	213337	Marine Drive	BU DE CH	THE PROCESS FOR A BUY BACK PREORDER ACCOUNTING AND DESPATCH	AS KB
10/03/2004	213337	Marine Drive	Switchboard	TELEPHONE NUMBER FOR CHESTERFIELD.	KB.

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15/03/2004	213337	Marine Drive	CARD ACCOUNT WITHDRAWALS	THE BALANCE ON THE CARD ACCOUNT IS LESS THAN WHAT IS IN THE ACCOUNT, WHAT DO WE DO???	KB
15/03/2004	213337	Marine Drive	Switchboard	do we have address for NAIRN po	kb
18/03/2004	213337	Marine Drive	Switchboard	PM WANTED OFFICE DETAILS FOR FAD 225840	KB
22/03/2004	213337	Marine Drive	CAPO	PM WANTED TO KNOW HOW TO ISSUE A VAULT CARD TO A CUSTOMER	OFFICE PROCESS MAP
23/03/2004	213337	Marine Drive	HORIXON	AUDITOR WANTS TO KNOW IF OFFICE HAD NEW BASE UNIT	PM WILL TRY HORIZON
23/03/2004	213337	Marine Drive	LOSSES	auditor wanted to know if there were any losses authorised from about week 40.	advised there are 3 losses and all are unauthorised
23/03/2004	213337	Marine Drive	OSP SITE DOWN	OSP FOR CHRIS TAYLOR TEL: GRO	hr david ref sap642223dhsh david ref e-0403230628requestor advised
23/03/2004	213337	Marine Drive	Reopened	OFFICE CLOSURE	Advised parties
23/03/2004	213337	Marine Drive	REOPENING	OFFICE WILL BE OPEN TOMORROW AT 9AM WEDNESDAY 24TH MARCH 04 AS NORMAL	see link id H13135176
23/03/2004	213337	Marine Drive	Switchboard	AUDITOR WANTS TO SPEAK TO HSH TO CONFIRM HE HAD A NEW BASE UNIT FITTED	TRANSFERED TO HSH-TANYA WOULD NOT TAKE THE CALL.....
24/03/2004	213337	Marine Drive	BUREAU DE CHANGE	DECLARE BUREAU ?	CN45/03 ADVISED TO SELECT EDIT F10 HUNG UP
30/03/2004	213337	Marine Drive	PSA NS&I BONDS	SPOKEN TO SPM, RUTH SIMPSON(RELIEF). TAKEN NS & I DETAILS AND WILL PASS TO CUSTOMER WHEN/IF THEY COME IN.	SEE DD
31/03/2004	213337	Marine Drive	ROD LICENCE	WHAT IS CONCESSION NUMBER FOR A DISABLED LICENCE	AS KB
01/04/2004	213337	Marine Drive	REVAL	HOW DO YOU CORRECT ERRORS	KB
01/04/2004	213337	Marine Drive	REVALUATION	OFFICE IS STILL IN CAP 01 AS SHE IS A LOTTERY OFFICE WITH ONLY 1 STOCK UNIT. PM CANNOT BALANCE AND ROLLOVER AS SYSTEM IS SAYING SHE HAS NEGATIVE/REVALUED STOCK FIGURES.	ADVISED PM TO COMPLETE REVALUATION WHILST STILL IN CAP 01. SO THE SYSTEM WILL ALLOW HER THEN TO ROLLOVER INTO WEEK 02.
02/04/2004	213337	Marine Drive	STAMPS	OFFICIE HAS RECIEVED OCEANLINERS WITH THE INCORRECT PRICE , WHAT CAN I DO	TOLD PM TO REM IN , AND CONTACT HEMMEL TO NOTIFY
13/04/2004	213337	Marine Drive	Switchboard	OFFICE ADDRESS	AS KB
15/04/2004	213337	Marine Drive	Page RNM	RLM-PLEASE CONTACT PM ASAP URGENT,PM SAYS YOU KNOW ALL ABOUT IT,BUT WOULD NOT GO INTO ANY FURTHER DETAIL.	rim cath oglesby left message on voicemail @ 1453
19/04/2004	213337	Marine Drive	Switchboard	TEL NO FOR NATIONAL SAVINGS	K/BASE
19/04/2004	213337	Marine Drive	Switchboard	TEL NO FOR TP	K/BASE
20/04/2004	213337	Marine Drive	Page RNM	PM WANTS TO SPEAK TO RLM REGARDING A PROBLEM THAT SHE IS ALREADY DEALING WITH	rim cath oglesby left message on voicemail @ 1428

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21/04/2004	213337	Marine Drive	CHANGE TO OPENING HOURS	First day of service will be:21.04.04The opening hours will be:Monday:09:00 to 17:30 Tuesday:09:00 to 17:30 Wednesday:09:00 to 17:30 Thursday:09:00 to 17:30 Friday:09:00 to 17:30 Saturday:09:00 to 12:30	DETAILS LOGGED
22/04/2004	213337	Marine Drive	Page RLM	CAN RLM CONTACT OFFICE REG PROBLEM YOU ARE ALREADY DEALING WITH	left msg on cath oglebys mobile @ 10.26
22/04/2004	213337	Marine Drive	POST OFFICE LTD	MR CASTLETON MY SON IN LAW AND DAUGHTER HAVE BEEN IN SUSPENED AND END OF MONTH AND HAS PUT SOMEONE ELSE IN AND ARE LOOSING BUSINESS, CATH OGLESBY I WANT TO SPEAK TO SOME ONE HIGHER? GRO	PASSED MESSAGE TO AREA OFFICE FOR HOA TO GET IN TOUCH WITH MR FRANKS
22/04/2004	213337	Marine Drive	Switchboard	MEMBER OF THE PUBLICA PM'S FATHER IN LAW	K/BASE
23/04/2004	213337	Marine Drive	15 Switchboard	PM IS WANTING TO KNOW IF THERE IS ANYWAY OF PRINTING ALL THE CALLS HE AS DONE TO NBSC OFF THE SYSTEM AND SEND THEM TO HIM	ADVISED SPMR IF HE WOULD LIKE INFORMATION REGARDING CALLS MADE TO NBSC HE SHOULD MAKE HIS REQUEST IN WRITING TO ADELE KILCOYNE - NBSC - CORTONWOOD DRIVE - BRAMPTON - BARNSELY - S73 0UF