

VERBAL SCRIPT FOR L300 CALL [MARK DAVIES]

- As you are all aware, there is continuing Group Litigation involving Post Office and a small minority of mainly former postmasters
- This is complex litigation and is being heard by the Court through a series of trials. As you know, the first trial - called the Common Issues trial and concerning contractual matters between Post Office and postmasters - was held late last year, ending in early December. The Judgment from that trial has not yet been handed down (made public) but we will of course provide you with information about it when that happens.
- The second trial in the case is scheduled to start next Monday (11 March) and concerns technical matters about Horizon. The trial will continue until 11 April, although the Court will not be sitting every day.
- Neither the Common Issues trial nor the Horizon trial should decide liability in individual cases. Further trials are being scheduled for November this year and March 2020 and we will keep you updated about these.
- We can of course expect some media coverage about the upcoming Horizon trial. Our media statement will support our overall position – that we are vigorously defending the allegations being made - but again we will not be providing a running commentary because it is for the Court to examine the claims. Despite difficult and often misleading media coverage we have never discussed individual cases publicly and we will not be doing so outside of public Court hearings. We strongly believe that this is a fair and appropriate approach to all parties.
- We've taken these complaints extremely seriously and conducted investigations, sought to resolve some of the claims through mediation and have met with the parties concerned on numerous occasions. We have done this with empathy for the people involved.
- Extensive scrutiny of Horizon has provided no suggestion of systemic flaws. No IT system is perfect but all the indications are that Horizon is relatively robust and has become more so over time.
- With our branches processing 47 million transactions a week we are very alive to potential technical issues, with countermeasures in place to prevent or detect and resolve them.

- The claims in the litigation span a period of nearly two decades during which time many tens of thousands of postmasters and their staff have successfully operated Post Office branches using Horizon to process billions of transactions.
- We are of course concerned to reassure everyone in the business, especially our postmasters and those working in our network.
- We will be communicating, via One, across the business ahead of next week and, as we have done previously, we will make some background facts and questions and answers available along with contact numbers for any questions or concerns.