

To:	From:	cc:
Nigel Allen C&SM	Alan Stuart CM Branch Auditor	Graham Brander Investigations Manager Shirley Hailstones Branch Audit Operations Manager Martin Ferlinc National Branch Audit Manager

Date: 09 March 2006

Audit of Post Office® South Warnborough branch, FAD 092904

On Thursday 9th March 2006, I attended the above branch in order to conduct an audit of accounts, instigated upon information received from your Area Intervention Office. Upon my arrival at about 8.30am, I met Area Intervention Manager, Elaine Ridge, and Graham Brander, Investigations Manager.

The Subpostmistress, Josephine Hamilton was not in attendance at all throughout the audit, being too ill. Elaine went to her home address, retrieved the keys, and Graham, Elaine and myself entered the secure area to commence the audit.

The audit revealed a trading position of £36,583.12 short, broken down thus:

£	35426.58	-	Identified as a difference in cash figures
£	1159.36	-	Identified as a difference in stock figures
£	2.82	+	Identified as a difference in foreign currency figures
£	36583.12		Total shortage

Due to the disarray of the branch, and our inability to locate essential weekly paperwork, it was not possible to verify volume stock remittances. This was compounded by a problem encountered on Horizon requiring it to be rebooted. An additional £61.77 shortage was consequently highlighted by Horizon, which could not be accounted for, and the total shortage put to late accounts was £36,644.89.

Two amounts in suspense could not be resolved. A figure of £2751.00 has been held in cash in pouches since September 2004, and is consequently stuck. This cannot be removed without intervention from Chesterfield. Similarly, a figure of £375 is noted against 'vouchers', and likewise cannot be removed locally without intervention from Chesterfield.

Upon reaching the result Elaine visited Mrs Hamilton, and precautionary suspended her.



www.postoffice.co.uk

Post Office Ltd. Registered in England and Wales no: 2154540. Registered office: 80 - 86 Old Street, London, EC1V 9NN.

The Post Office and the Post Office symbol are registered trade marks of Post Office Ltd in the UK and other countries.

For the purposes of products regulated under the Financial Services & Markets Act 2000, Post Office Ltd is an appointed representative of Bristol & West plc, who are authorised and regulated by the Financial Services Authority. Registered in England no. 2124201. Registered Office: Bristol & West plc, One Temple Back East, Temple Quay, Bristol BS1 6DX.

Post Office[®], car and home insurance is administered by BISL Limited, who are authorised and regulated by the Financial Services Authority. Registered in England No 3231094. Registered office: Pegasus House, Bakewell Road, Orton Southgate, Peterborough, PE2 6YS.

Post Office card account is offered by Citibank International plc through Post Office Ltd. Citibank is a registered service mark of Citibank, N.A. or Citicorp.

Citibank International plc is authorised and regulated by the Financial Services Authority. Registered in England. Number 1088249.

Registered office Citigroup Centre, Canada Square, Canary Wharf, London, E14 5LB. VAT number: GB 4296256 29. Ultimately owned by Citigroup Inc, New York, USA.

Arrangements were made for the transfer of the branch to a temporary Subpostmaster, Mr Kevin Molloy, who currently runs the branch at Hook (063904). A final account was produced, and the system was rolled into trading period 12, balance period 1.

All keys and Post Office assets were handed to Mr Molloy, whom checked everything.

Should you require any further information, please do not hesitate to contact me.

Alan Stuart
CM Branch Auditor



GRO



www.postoffice.co.uk

Post Office Ltd. Registered in England and Wales no: 2154540. Registered office: 80 - 86 Old Street, London, EC1V 9NN.
The Post Office and the Post Office symbol are registered trade marks of Post Office Ltd in the UK and other countries.

For the purposes of products regulated under the Financial Services & Markets Act 2000, Post Office Ltd is an appointed representative of Bristol & West plc, who are authorised and regulated by the Financial Services Authority. Registered in England no. 2124201. Registered Office: Bristol & West plc, One Temple Back East, Temple Quay, Bristol BS1 6DX.

Post Office®, car and home insurance is administered by BISL Limited, who are authorised and regulated by the Financial Services Authority. Registered in England No 3231094. Registered office: Pegasus House, Bakewell Road, Orton Southgate, Peterborough, PE2 6YS.

Post Office card account is offered by Citibank International plc through Post Office Ltd. Citibank is a registered service mark of Citibank, N.A. or Citicorp.

Citibank International plc is authorised and regulated by the Financial Services Authority. Registered in England. Number 1088249.

Registered office Citigroup Centre, Canada Square, Canary Wharf, London, E14 5LB. VAT number: GB 4296256 29. Ultimately owned by Citigroup Inc, New York, USA.