

Mr J Cruise
Royal Mail Group plc

GRO

BY POST & Email:

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Contact Susanne Helliwell

Our Ref SJH kh
 14845.1

Your Ref

Date 3 March 2004

Dear Jim

Post Office Counters Limited v Julie Wolstenholme

Further to my letter dated 26 February 2004, I enclose a copy of an email which I have received from Jason Coyne at Best Practice Group Plc, the contents of which are self explanatory. I should be grateful if you would provide me with your comments.

As you are aware, there is a Case Management Conference on 8 March 2004 and it is likely that the Court will either list the matter for Trial at that Hearing or allocate a Trial window.

I will therefore need to have details of the Post Office's witnesses' availability before the Hearing and I should be grateful if you could provide me with details of the availability of Elaine Tagg, Rebecca Robinson and Keith Baines for the period between 1 May 2004 and 31 October 2004. In the event that you wish me to contact the witnesses direct to obtain details of their availability, please let me know.

One matter which may arise at the forthcoming Case Management Conference is the possibility of mediation and if suggested by the Court, we will have little alternative but to proceed to mediation. It may however be worth considering whether we should propose that the parties attempt to reach a settlement by way of mediation as, if successful, the costs will be significantly less than the costs of a Trial. I should be grateful if you would provide me with your comments and instructions in this regard.

Further, as I have indicated in previous correspondence, now that we have received the report of Best Practice Group Plc, we need to obtain an Advice from Counsel on the

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evidence and on the question of quantum. I consider that we should do this as soon as possible and I should be grateful if you would confirm whether I may proceed to instruct Counsel.

Yours sincerely

Susanne Helliwell
Associate