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Keith Baines
IS Service Manager
Post Office Counters Limited
2nd Floor
Calthorpe House
15-20 Phoenix Place
London WC1X 0DG

18th January 2002

Our Ref:CLS/jla/

Dear Keith ,

OBCS Failure – 8 November 2001

Further to your letter of 14 December 2001, I understand that it was suggested by Post Office Limited and agreed by ICL Pathway at Service Review Forum in December that this type of incident be handled as a Case Law referral.

This particular incident has now been documented as Case Law number 0009, copy attached, and referred to Liz Tuddenham for additional information.

Yours sincerely,

Colin Lenton-Smith
Director, Commercial and Finance

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