

FUJITSU

FUJITSU SERVICES

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13 September 2002

Mike Hannon
Horizon Commercial and Contract Team Leader
Post Office Limited
Calthorpe House
15-20 Phoenix Place
London WC1X 0DG

Our Ref.: CLS/jla/391

Without Prejudice

Dear Mike

Re BIMS Incidents

I am writing in response to your letters of 16 July 2002 and 30 August 2002.

Thank you for your agreement to Case Law Nos. 2, 3, 7 and 8 and I will arrange for a credit note for £9,558.63 to be raised being the sum of £5,156.60 in respect Case Law 7 and £4,402.03 in respect of Case Law 8.

With regard to Case Law Nos. 4&5 (related), I have previously set out Fujitsu Services (Pathway) Limited's view of the circumstances. I just do not understand how the TIP interface process would have prevented these instances from occurring as you suggest. At this time, Fujitsu Services (Pathway) Limited is still prepared to offer a payment of £9,075.00 in respect of these two Case Law items.

As for Case Law 6, as there is no effect on the Cash Account, there can be no cash account error. This matter relates to harvesting and despite Fujitsu Services (Pathway) Limited resubmitting the transactions electronically following an agreed process, TIP was not in a position to accept the re-transmitted files. Fujitsu Services (Pathway) Limited does not accept any liability for this Case.

I trust that you will be able to accept the position set out above in order that these incidents may now be closed.

Yours sincerely

COLIN LENTON-SMITH

Commercial and Finance Director, Pathway

b.c. HFOR/RBLU/MRD/ TRACKING FILE / Day file