

In Confidence**POST OFFICE LIMITED INTERNAL INVESTIGATION TEAM****Terms of Reference: Criminal Investigation****1. Office****2. Source**

Office affected	Gaerwen
Address	Holyhead Road, Gaerwen, Anglesey,
Postcode	LL60 6DB
FAD Code	160604
SIMS ref:	POLTD/0506/0401

2. Customer 1

Name	Emlyn Hughes
Position	Service and Contracts Manager
Contact Tel:	GRO

3. Customer 2 (Where appropriate)

Name	
Position	
Contact Tel:	

4. Investigator

Name	Diane Matthews
Address	Capstan House, Salford Quays, M5 2YY
Contact Tel:	GRO

5. Details of Incident

(Include any known dates, amounts and background information)

Audit took place on 13/10/2005. Result of which was a loss of £48,454.87. The majority of the loss was in cash.
Subpostmaster, Mr Thomas, was arrested on suspicion of theft of post Office funds.

Cash Accounts do not show any loss/gains so their is also false accounting.

Mr Thomas has blamed the loss on the Horizon system saying on line banking transactions are producing nil totals when he has given cash out over the counter to customers.

Mr Thomas insists that only he has access to the office whilst the only other user on the system is his wife.

Mr Thomas has a buyer for the Post Office and expects to reimburse the Post Office with the proceeds of the sale.

It is believed the office was the subject of a giro suppression enquiry a few years earlier that resulted in Mr Thomas repaying approx £11k

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As a result of an initial scoping exercise (and in accordance with Post Office Limited Investigation policy) In this section the investigator has identified the initial activities to be undertaken in dealing with this incident.

Objective	To collate information regarding the background for £48k loss at branch.
Action	To interview Spmr Mr Thomas and seek reasons for the audit loss at the office. Gather facts surrounding problems at branch
Anticipated outcome (benefits)	Obtain relevant information. Look to recover the audit loss of £48k
Anticipated completion date	25 th Oct 05
Potential risks	

Should you wish to discuss/clarify the objective/s of the activity proposed and the methods to be employed in the execution of this enquiry. Please complete this section of the form and return it to the investigator named on page one (for non electronic copies, please use a separate sheet).

8. Customer Comments

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9. Project Update Options:

In order to ensure that you are kept fully informed of progress in this case on a regular basis, it is proposed that you will be contacted as described below.

a) Frequency (*please indicate*) Weekly (in major enquiries only, as appropriate) Monthly or Following Significant Development

b) Method (*please indicate*) Tel: E.mail

c) Customer Update Preference (if different to above please specify)

If you would prefer an alternative, please indicate your changes by amending the second option as appropriate

- I am happy with the communication proposal
- I would prefer updates Monthly Following Significant Development
by Tel: E.mail Post Fax Meeting

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