

Sent: Fri 23/12/2005 9:07:37 AM (UTC)
To: ICL/OU=UKSOUTHFEL01/CN=RECIPIENTS/CN=SEWELLP
Cc: ICL/OU=RETAILREA24/CN=RECIPIENTS/CN=ILONAHN
Subject: FW: Torquay Road ARQ 0506/368
Attachment: Bajaj letter dated 12 Dec 2005.RTF

Peter

Another letter, they are building up we need to get a respons out soon.

Neneh, I wil need your comments sooner rather than later,

Kind Regds Brian

-----Original Message-----

From: graham.c.ward [GRO]
Sent: 23 December 2005 07:38
To: Fujitsu [GRO]
Cc: mandy.talbot [GRO]
Subject: Torquay Road ARQ 0506/368

Brian - RE: Torquay Road

Further to the e mail below and letter sent on the 9th December 2005, please find attached a letter from the Subpostmaster dated 12 Dec 2005 forwarded to me by Solicitors acting on his behalf. Whilst still not precise it provides some background into his suggestion that Horizon is to blame for his losses.

(See attached file: Bajaj letter dated 12 Dec 2005.RTF)

I would be grateful if you could peruse the content before providing a full response.

Thankyou

Regards

Graham

Casework Manager
Post Office Ltd Investigation Team

PO BOX 1, CROYDON, CR9 1WN

Postline: N/A, STD Phone: [GRO] Fax: [GRO] VoiceMail:
N/A, Mobex: [GRO] Mobile: [GRO] External Email: [GRO]

----- Forwarded by Graham C Ward/e/POSTOFFICE on 23/12/2005 07:23 -----

Graham C Ward

To: Pinder Brian [GRO]
28/11/2005 12:42 cc: Lowther Neneh [GRO] Thomas Penny
[GRO] "Sewell Peter (FEL01)" [GRO]
Subject: Re: Manne Drive Post Office - ARQ 0506/405 & 421-423 & Torquay Road ARQ 0506/368(Document link: Graham C Ward)

Brian

As discussed by phone this morning, could I please ask that the request below be expedited.

Both the ARQ requests detailed in the Subject title are Civil matters where there is a suggestion that the losses incurred at the offices are as a result of faults with the Horizon software.

Marine Drive - In this case Bond Pearce Solicitors acting on our behalf have asked for an investigation into the workings of the system (their letter dated 18/11/05 refers, copy posted back to you today details exactly what analysis is required). Could I ask that you deal with the questions raised and prepare a formal response to be returned via me as soon as possible.

Torquay Road - The same scenario as above applies. I am awaiting details from our Solicitors dealing with the matter, outlining exactly what is required and as soon as I receive this information, I will be asking for a formal response from you, much the same as with Marine Drive.

I am assuming that in both cases, you have copies of the ARQ information already supplied.

Regards

Graham

Casework Manager
Post Office Ltd Investigation Team

PO BOX 1, CROYDON, CR9 1WN

Postline: N/A, STD Phone: **GRO** Fax: **GRO** VoiceMail:
N/A, Mobex: **GRO** Mobile: **GRO** External Email: **GRO**

Pinder Brian

GRO To: graham.c.ward **GRO**
cc: Thomas Penny **GRO**, "Sewell Peter (FEL01)"
GRO Lowther Neneh **GRO**
22/11/2005 15:02 Subject: Marine Drive Post Office - ARQ 405/ 05/06

Graham

Please be advised I am sending you a FAX (today) for your attention re Mr Castleton.

I believe this refers to the helpdesk calls which we sent to you on CD on 2nd Nov 05.

Kind Regds

Brian

Security Manager

PO Account

FUJITSU

c/o FUJITSU Services, Lovelace Road, Bracknell. Berkshire RG12 8SN

+ Email brian.pinder **GRO**

+Mobile **GRO**

Web <http://uk.fujitsu.com>

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