

GRO

Telephone attendance

Client: Royal Mail Group PLC Sub Postmaster Litigation

Matter: Mr Lee Castleton

Matter no: 348035.134

Attending:

Name: Stephen Dilley

Location: N/A

Date: 30 November 2006

Start time:

Units:

I had a telephone conversation with Mared Hughes of Hugh James in relation to the ???. She updated me as follows: Bajaj complaint is that no matter what he does, the system crashes. He has not made any specific complaints – they are all general accusations. She has asked Bajaj to be more specific. Bajaj claims that the Post Office is not taking his complaint seriously, for example that they haven't attended his Post Office. In addition, the dates of his calls to HSH and MBSC do not tally with the dates he says the system crashed. No claim has been issued. He was suspended, but made a loss good of £8,000. That is a loss that accrued over a period of about a year. He says there are ongoing problems. She doesn't know if he has since been dismissed and will check this and will come back to me. She will also send me a summary in writing.

30 minutes