

**From:** Jenkins Gareth  
**GI[/O=EXCHANGE/OU=ADMINGROUP1/CN=RECIPIENTS/CN=GARETH.JENKINS]**  
**Sent:** Fri 05/02/2010 4:05:46 PM (UTC)  
**To:** Jones David M [REDACTED] **GRO** Thomas Penny [REDACTED] **GRO**  
**Subject:** RE: WEST BYFLEET ISSUES - SEEMA MISRA - Legally Privileged

David / Penny,

Brief responses as follows, but not sure that I should put them in a Witness Statement:

2. I need time to research the background to this case before providing any response
3. This is where I'm reluctant to make a clear statement. I am aware of one problem where transactions have been lost in particular circumstances due to locking issues. When this happens we have events in the eventing logs to indicate that there was an issue and whenever we provide transaction logs to POL we check for any such events. In the case of West Byfleet we have not provided any transaction logs and so have not made these checks. This is likely to open a can of worms and I'm very reluctant to make any statement in this area.
4. I have reviewed the statement by Eleanor Nixon. There is nothing technical there for me to comment on. If POL are able to expand on exactly what they did to resolve the issues and what they found to be the issues there, then I could comment on that. At first glance it is purely a case of incorrect use of the system and clearly with any system if incorrect information is input then incorrect results come out.

If you feel it OK to pass this onto POL then that's fine by me, but I'm reluctant for it to go further without POL's agreement and understanding of the potential implications.

Regards

Gareth

Gareth Jenkins  
 Distinguished Engineer  
 Applications Architect  
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-----Original Message-----

From: marilyn.benjamin.jarnail.a.singh [REDACTED] **GRO** [REDACTED] On Behalf Of  
 Sent: 05 February 2010 15:50  
 To: Jones David M  
 Cc: Jenkins Gareth GI; Thomas Penny  
 Subject: WEST BYFLEET ISSUES - SEEMA MISRA - Legally Privileged

Dear David and Penny,

On first glance points 2 - 4 have not been answered which I reproduce below.

2) My barrister telephoned me yesterday evening and requested that I find out any information that Fujitsu may hold in relation to an office called Callender Square in Falkirk. Apparently, Anne Chambers a Systems Specialist employed by Fujitsu was cross examined and it is said that she had full knowledge of an error in the Horizon system at this Post Office. Our barrister would like Gareth to deal with this matter and expand upon whatever issue Anne Chambers raised at court within his witness statement.

3) When Gareth completes his statement could he also mention whether there are any known problems with the Horizon system that Fujitsu are aware of. If none could this be clarified in the statement.

4) Could Gareth read the statement from Eleanor Nixon attached below and respond in his statement to the points raised by Eleanor Nixon about Horizon.

(See attached file: Eleanor Nixon Statement.rtf)

Could you please give this matter your urgent attention and look forward to hearing from you.

Jarnail A Singh  
Senior Lawyer  
Criminal Law Team

Tel.No: GRO  
Fax.No:  

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