

Thomas Penny

From: Prenovost Jean-Philippe
Sent: 14 September 2010 13:51
To: Lillywhite Tom; Wilkerson Guy; Jenkins Gareth GI
Cc: Thomas Penny
Subject: Re: ARQ194/2011 Matter
Sensitivity: Confidential



Hello,

In the interest of getting back to you quickly, I am responding via Blackberry. I have made a few changes as per the text below but I am unable to highlight what I have changed. It should hopefully be obvious from a quick re-read.

Any questions, let me know.

Kind regards

JP

"Our RMG Account Fraud and Litigation Service are currently acting on an ARQ (194/1011). This request for transaction records, which covers March 2010, is in respect to an outlet (Derby 005207) which is already migrated to HNG-X.

Because of a number of technical issues (errors detected) that arose during migration up to June 2010, and which POL technical specialists are aware of, the information gathered in respect to this particular ARQ may be subject to issues of integrity. Our technical staff have investigated the record in question and, at this stage, although they report that there is no obvious evidence of suspicious behaviour, they can add nothing further with any certainty and they do not have the ability to determine if there really are any financial implications with the messages. In other words, any response from us would have to bear the health warning that there was no guarantee as to the integrity of the data provided by us.

The issue is of particular relevance in light of the fact that provision of an ARQ could result in a request for a Statement of Witness to support litigation activity. As such, any statement of witness provided would, in real terms, have to reflect this.

I am passing this information to you, for your perusal and comment as to how you may like this matter managed going forward"

Sent using BlackBerry

From: Lillywhite Tom
To: Wilkerson Guy; Jenkins Gareth GI; Prenovost Jean-Philippe
Cc: Thomas Penny
Sent: Tue Sep 14 11:06:35 2010
Subject: ARQ194/2011 Matter

All,

Please see below draft of proposed email to John Scott (POL Head of Security) re the Sysman3 matter, associated with ARQ194/2011, we discussed yesterday. Penny has had a look at this, and has no further comment. Would be grateful for any comment from yourselves, before we despatch this:

"Our RMG Account Fraud and Litigation Service are currently acting on an ARQ (194/1011). This request for transaction records, which covers March 2010 is in respect to an outlet (Derby 005207) which is already migrated to HNG-X.

Because of a number of technical issues (errors detected) that arose during migration up to June 2010, and which POL technical specialists are aware of, the information gathered in respect to this particular ARQ may be subject to issues of integrity. Our technical staff have investigated the record in question, and although they report there is no obvious evidence of suspicious behaviour they can add nothing further, and have not yet the ability to determine if there really are any financial implications with the message. In other words, any response from us would have to bear the health warning that there was no guarantee as to the integrity of the data provided by us.

The point is that, as we all know, the provision of an ARQ, could result in a request for a Statement of Witness to support litigation activity. As such, any statement of witness provided would, in real terms, have to reflect this.

I am passing this information to you, for your perusal and comment as to how you may like this matter managed going forward"

Tom Lillywhite
Principal Security Consultant
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