

## Message

**From:** Simon Baker [IMCEAEX-  
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D2E0-4DEC-94EA-591DFA651F2E@C72A47.ingest.local]  
on Simon Baker <IMCEAEX-  
behalf \_O=MMS\_OU=EXCHANGE+20ADMINISTRATIVE+20GROUP+20+28FYDIBOHF23SPDLT+29\_CN=RECIPIENTS\_CN=SIMON+2EBAKER4B1A8  
of D2E0-4DEC-94EA-591DFA651F2E@C72A47.ingest.local> [IMCEAEX-  
\_O=MMS\_OU=EXCHANGE+20ADMINISTRATIVE+20GROUP+20+28FYDIBOHF23SPDLT+29\_CN=RECIPIENTS\_CN=SIMON+2EBAKER4B1A8  
D2E0-4DEC-94EA-591DFA651F2E@C72A47.ingest.local]  
**Sent:** 18/07/2012 16:24:39  
**To:** Jarnail A Singh [GRO]  
**CC:** Susan Crichton [GRO]; Alwen Lyons [GRO]  
**Subject:** FW: The Post Office

Jarnail

Can you find out if we have any files on Alison Hall, I don't the name of her post office.

Thanks, Simon

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**From:** Ronald Warmington [GRO]  
**Sent:** 18 July 2012 16:54  
**To:** WOOD, Mike  
**Cc:** Susan Crichton; Simon Baker; Ian Henderson  
**Subject:** Re: The Post Office

Thanks Mike. We (Ian and I) had a further meeting with James Arbuthnot along with Alan Bates from the Alliance, accompanied by his chosen Forensic Investigator, Kay Linnell. I'm delighted to report that it was a very positive and creative meeting where we agreed to join forces to get to the underlying truth. The Senior Post Office Management are supportive of this. I'm away at the moment so we'll start the Case Reviews when I get back in about 12 days time. In the meantime we'll add the Alison Hall case to the sample.

The idea of carrying out a deep dive into Horizon is on hold until we have completed the Case Reviews. Few of us think that sort of review will work well. Some of us think it would probably turn out to be a colossal and expensive disappointment (for those seeking evidence of anomalies in Horizon). Those pressing for such a Review now seem happy to wait to see what the Case Reviews throw up. We plan to enhance the MP-driven sample with some more recent, even current, examples - ideally sourced through the Alliance. That should provide further evidence of even-handedness by the Post Office, and of the likely reliability of the Case Review Process.

As to the Horizon - or Process - issues raised by customers, we may come across somebody those during the Case Reviews. Or the Alliance may hurl some in our direction. All to the good.

Best regards. Ron Warmington

Sent from my iPhone

On 18 Jul 2012, at 17:25, "WOOD, Mike" [GRO] wrote:

Dear Ron,

Thank you very much indeed for your e-mail and I am sorry to have missed you last week. However, I merely wished to notify you that the Post Mistress from my area caught up in this issue, Alison Hall of [REDACTED] GRO

[REDACTED] is keen to have her case investigated. I wanted to check this out with her personally before asking that she be included in the group you examine.

I understand that the Postmasters' Alliance are keen to start at the other end as it were and to have a root and branch examination of the Horizon system. I have told them that I don't think anybody will fund this as a starting point but dependent on what any forensic investigation throws up it may well be that closer scrutiny of the system itself will be essential.

Whilst writing can I also raise another issue which is the problems said to have been often found with the Horizon system by customers, e.g. "where payments have been taken twice and where transactions have been declined because of insufficient funds available but have still taken the money from the customer's account". I am not sure how this can be covered by an investigation which begins by looking at a representative number of Postmaster/Postmistresses' cases but it does seem an issue that many of the Postmasters/Postmistresses and the Alliance are concerned about.

I hope to speak to you soon.

Yours sincerely,

Mike Wood MP

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