
From: Angela Van-Den-Bogerd[/O=MMS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=ANGELA.VAN DEN BOGE1C5FCF7-2672-42D9-B324-4EA8D2814853]
Sent: Thur 09/05/2013 8:16:37 PM (UTC)
To: Simon Baker[[REDACTED]
Subject: RE: Spot review responses

Simon,

Intentionally not answering questions raised by 2nd Sight will in my view give rise to suspicion ie that we have something to hide and is not in the spirit of our interaction/engagement with Ron and Ian. By trying to dodge answers that may not present POL as positively as we would like will in the long term come back to bite us. I would much rather be upfront from the start. There was always a risk that our policies, procedures and processes would come under the spotlight and in some cases be deemed to not be as good as some would expect whether this expectation is reasonable or otherwise – this was a risk I believe we accepted from the start and whilst the integrity of the Horizon system may be intact we should not ignore any lessons learnt that come out of these investigations.

You may think that I'm being overly holistic here (and perhaps I've missed something by not attending as many of the recent meetings/conf calls) but I don't believe I am and would be interested in the views of Alwen and Susan although I am aware that they did not raise any issues/questions on the spot reviews.

Angela

Angela Van Den Bogerd | Head of Partnerships



148 Old Street, LONDON, EC1V 9HQ



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From: Simon Baker
Sent: 09 May 2013 20:52
To: Angela Van-Den-Bogerd
Subject: FW: Spot review responses

Angela

Thanks for your comments.

Responses on them below, please let me know if they don't answer your questions.

Regards, Simon

From: Parsons, Andrew [mailto:] **GRO**
Sent: 09 May 2013 10:23
To: Simon Baker
Subject: RE: Spot review responses

Simon

My thoughts embedded below.

Kind regards
Andy

Andrew Parsons
Senior Associate
for and on behalf of Bond Dickinson LLP

Bond Dickinson

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From: Simon Baker [mailto:] **GRO**
Sent: 09 May 2013 08:59
To: Parsons, Andrew
Subject: Fw: Spot review responses

From: Angela Van-Den-Bogerd
Sent: Thursday, May 09, 2013 07:32 AM
To: Simon Baker
Subject: RE: Spot review responses

Simon,

As requested my feedback is below:

- Spot review 1 – happy with our response

- Spot review 11 – we have not responded to the request “POL is requested to provide statistical information about the number of days taken to send TCs to the SPMRs in the Horizon Investigation Sample

We have intentionally not provided the stats on TC submission times for the following reasons:

1. This is irrelevant to the Second Sight's scope of work – the time taken to submit TC is a POL operations issue not a Horizon issue.
2. There is no simple answer to this question – the time taken to respond to any particular TC depends on the product, nature of error, investigation process, date the error is discovered, etc.
3. Compiling this information would be disproportionately expensive / time consuming for in light of (1) and (2) above.
4. Anecdotally, the view is that these stats would show POL in a negative light as there will always be a material lag between a transaction and a TC. There is no simple way to spin this in POL's favour.
5. The submission date of a TC does not fairly reflect the date on which the SPMR will have knowledge of an error. In many cases, an enquiry regarding an error will have been raised with the SPMR before the TC is issued. Providing TC stats would lead to a misleading view that there is a long delay between transaction date and the SPMR's opportunity to investigate an error.

The above points cannot be explained in concise way that would not detract from an otherwise very positive response on the accountability of GIRO transactions (which is the core issue in SR11). It was therefore thought best to simply avoid this question for now. If Second Sight pushes for these stats, POL can then produce a separate and bespoke response that addresses above points in detail.

- Spot review 12 – we state that “there will be around 100 cases per month where it becomes apparent that a cheque has actually gone missing”. Could we present this as a % to demonstrate that this is not a big issue in terms of volumes.

The figure of "100" missing cheques a month is anecdotal only. We would need to ask Andy Winn / Linn Norbury if there is any hard data to back-up this figure or to convert it to a % of total cheques processed.

It would also be helpful to give some average time taken to raise a TC – discrepancies between cheques received at processing centre and cheques remmed out would be identified relatively quickly (within how many days?). A cheque that didn't clear and that had been accepted incorrectly would be returned to branch within xx? number of days.

See comments on SR11 above.

- Spot review 13 – happy with our response

Thanks,
Angela

Angela Van Den Bogerd | Head of Partnerships



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From: Simon Baker
Sent: 01 May 2013 16:47
To: Susan Crichton; Alwen Lyons; Angela Van-Den-Bogerd
Cc: Lesley J Sewell
Subject: Spot review responses

Susan, Alwen, Angela

Attached are our response to the second sight spot reviews for your approval.

The first zip file contains the four spot review requests from second sight, the second zip file contains our responses to these requests.

Please could you send me your feedback by Monday.

Thanks, Simon

Simon Baker Head of Business Change and Assurance

2nd Floor, 148 Old Street, London, EC1V 9HQ

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