
From: Tait Duncan[/O=EXCHANGE/OU=ADMINGROUP1/CN=RECIPIENTS/CN=TAITD]
Sent: Tue 09/07/2013 10:03:12 AM (UTC)
To: Kamata Akihisa [REDACTED] GRO [REDACTED]; Vawdrey Rod (FTS) [REDACTED] GRO [REDACTED]; Hirata Hideyo [REDACTED] GRO [REDACTED]
Subject: FW: POST OFFICE PRESS COVERAGE from Andrea Clatworthy / UKI2013-103

Gentlemen,

In case you are asked. The Post Office has been subject to an enquiry regarding how they work with their branch outlets and the fact that they take some of them to court when they suspect fraud.

In many cases their branch people have blamed their fraud on the Post Office IT system. This has never been proven and the Post Office remain convinced their IT is in good shape.

An interim report has been commissioned by Post Office which demonstrates that our system works well.

Please see attached more information. We have alerted IB comms and Tokyo PR teams.

Best regards.....Duncan

From: Communicating
Sent: 09 July 2013 10:51
Subject: POST OFFICE PRESS COVERAGE from Andrea Clatworthy / UKI2013-103

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Reference number: UKI2013-103

For: **REGIONAL LEADERSHIP TEAM, CLIENT EXECS, DELIVERY EXECs, SALES AND MARKETING**

Date: **9 JULY 2013**

Message from: **ANDREA CLATWORTHY**

Re: **POST OFFICE® PRESS COVERAGE**

You may have seen some press coverage last night and today concerning Post Office® and their IT system. Like many situations like this, there is much more to the story than the headline often implies. However, as with many customers, we have an agreement for all enquires to go via the Post Office team, so Fujitsu will not be commenting publicly. If you receive anything from the media please redirect them to James Millen (GRO), in our Press Team, who is in contact with the Post Office Press Team.

In the case of customers, we would like to stick to the same approach, so if your customers do ask about the situation, please refer them to these quotes which are already in the public domain:

Paula Vennells CEO Post Office:

"The Post Office is committed to supporting its people and improving the way we do so. The interim review makes clear that the Horizon computer system and its supporting processes function effectively across our network. As the review notes, it is used by around 68,000 people in more than 11,500 branches, successfully processing more than six million transactions every day. The review underlines our cause for confidence in the overall system. "

James Arbuthnot MP:

"It seems at the moment that Horizon itself has worked as it is meant to."

Quote on the BBC:

"The review found no evidence of systemic problems with the core software."

And the Post Office statement on their website.

We hope this should be sufficient for most cases, but if your customer requires more information, please speak – in the first instance – with Haydn Jones, the Client Managing Director for the Post Office account.

Andrea Clatworthy
Head of Client Marketing

