
From: Mark R Davies[/O=MMS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=MARK R DAVIESA80D7269-659B-41D0-9C80-68D9DE4FA7C5D38]
Sent: Mon 08/12/2014 12:13:10 PM (UTC)
To: Melanie Corfield[GRO]
Cc: Belinda Crowe[GRO]; Rodric Williams[GRO]; Chris Aujard[GRO]; Patrick Bourke[GRO]; Tom Wechsler[GRO]; Nina Arnott[GRO]; ruth[GRO]; Susan.BARTY[GRO]; GRO
Subject: Re: The One Show URGENT

Suggested lines but happy to be talked down:

"It is unfortunate and deeply regrettable that the BBC continues to report on this issue in such a skewed fashion. The Post Office cannot for legal reasons comment on individual cases and is therefore placed in a intolerable position when faced with unfounded accusations.

"The business has full confidence in the Horizon system, which deals with xxx transactions a day and is used by tens of thousands of people without difficulty.

"Given our responsibility to our people, we have agreed to examine the very small number of cases put to us where postmasters past and present feel they have been unfairly treated. We have set up a Mediation scheme to consider such cases and even paid for postmasters to prepare their cases.

"In two and a half years since we set up an independent review there is simply no evidence of any systemic issue with the Horizon system - none at all. Any suggestions to the contrary are extremely serious, without foundation and damaging to the interests of our millions of customers and all those who use the system every day without difficulty.

"The Post Office has gone beyond the call of duty in examining these matters and is committed to completing investigations into all those cases raised with it as part of the Mediation Scheme."

Mark Davies
Communications and Corporate Affairs Director
Mobile: GRO

Sent from my iPad

On 8 Dec 2014, at 11:53, "Melanie Corfield" GRO wrote:

To see. We are currently on call with Susan and have not yet looked at attachment.
Mel
Mel Corfield
Communications Team
Mobile GRO

From: Jane French [mailto: GRO]
Sent: Monday, December 08, 2014 11:36 AM

To: Melanie Corfield **Cc:** **GRO** ; Nick Wallis **GRO**
Subject: The One Show URGENT

Dear Melanie,

I am sending the detail you requested as an attachment from Nick Wallis and would appreciate it if you could reply to me (ideally copying Nick in) so that we can properly accommodate the Post Office response in the film which is transmitting on The One Show this week.

Many thanks,
Jane French
Editor, Current Affairs
BBC South
 GRO
<Document2.docx>