

Message

**From:** Kevin Gilliland [REDACTED] **GRO**  
**Sent:** 02/04/2015 18:26:49  
**To:** Angela Van-Den-Bogerd [REDACTED] **GRO**  
**Subject:** Re: Postmaster IS error

Hi angela,

Did you manage to get to the bottom of this?

Regards,

K

Kevin Gilliland  
Network & Sales Director  
Postline [REDACTED] **GRO**  
[REDACTED] **GRO**  
[REDACTED] **GRO**

On 27 Mar 2015, at 19:50, Angela Van-Den-Bogerd [REDACTED] **GRO** [REDACTED] wrote:

Thanks Kevin,

I'll check this out as I need to understand if the Crown experience is different to that of Agents. For agents the FSA supports the on-site training whereas in Crowns it is the Crown staff that support the new recruits when they go back to branch.

Angela

<image003.png>

**Angela Van Den Bogerd**

Head of Partnerships

1<sup>st</sup> Floor, Ty Brwydran,  
Atlantic Close, Llansamlet  
Swansea SA7 9FJ

M:

[REDACTED] **GRO**

**Confidential Information:**

*This email message is for the sole use of the intended recipient(s) and may contain confidential and privileged information. Any unauthorised review, use, disclosure or distribution is prohibited. If you are not the intended recipient please contact me by reply email and destroy all copies of the original message.*

---

**From:** Kevin Gilliland  
**Sent:** 27 March 2015 19:47  
**To:** Angela Van-Den-Bogerd  
**Subject:** Re: Postmaster IS error

It was nice of him.

I was in a crown branch today (Haverhill) and asking how everything was going. He said he had a new recruit and that the reduced classroom training meant he was having to dedicate more of his time to the new person. I know this is just one piece of feedback but thought you would want to be aware.

Regards,

K

Kevin Gilliland  
Network and Sales Director  


On 27 Mar 2015, at 19:41, Angela Van-Den-Bogerd  wrote:

Kevin,

Thanks for letting me know – HORIce continues to be worth its weight. Good of the Spmr also to ring and let you know – not many admit it when they're wrong. This will have gone a long way to rebuilding the Spmr's confidence in the Horizon system.

Angela



**Angela Van Den Bogerd**  
Head of Partnerships

1<sup>st</sup> Floor, Ty Brwydran,  
Atlantic Close, Llansamlet  
Swansea SA7 9FJ



**Confidential Information:**

*This email message is for the sole use of the intended recipient(s) and may contain confidential and privileged information. Any unauthorised review, use, disclosure or distribution is prohibited. If you are not the intended recipient please contact me by reply email and destroy all copies of the original message.*

---

**From:** Kevin Gilliland  
**Sent:** 27 March 2015 09:36  
**To:** Henk Van Hulle  
**Cc:** Angela Van-Den-Bogerd  
**Subject:** Postmaster IS error

Hi Henk,

Would you mind asking someone to look into this please.

The PO at Steeple Bumpstead code: 136 1139 credited £150 to a customer's IS account when it was a withdrawal. The customer has written to bank and sent them details of the error but has just received a statement and it has not been adjusted (the postmaster has not had a TC either). The customer details are below:

**GRO**

Tel: **GRO**

IS **GRO**

£150 credited needed debiting

Angela - copied to you because as you know this arose when there was a flurry of sparrow activity and he questioned if this was to do with Horizon.

To his credit he has just phoned me to say he was wrong and to pass on his thanks to you and your team for investigating.

Faith in humanity when the customer raises the error and goes to the trouble of writing in and then sending evidence (doesn't sound like a particularly great service). The PM is sending her some flowers as a thank you.

Many thanks in advance.

K

Kevin Gilliland  
Network and Sales Director

**GRO**