



Post Office Limited
Finsbury Dials
20 Finsbury Street
London
EC2Y 9AQ

Mr H N Thomas

GRO

30th April 2015

Ref: M029

Dear Mr Thomas

Post Office Complaint Review and Mediation Scheme

I am writing in connection to your application to the Scheme.

You will be aware that your case has been looked at afresh and thoroughly re-investigated by Post Office. Your case has also been considered by the Scheme's independent forensic accountants, Second Sight Support Services Ltd. The reports of both of these investigations have been shared with you.

Responsibility for Losses

Post Office considers that the question of responsibility for the losses suffered in your branch was appropriately addressed at the time of the termination of your contract with Post Office and your subsequent prosecution and conviction for false accounting.

It remains Post Office's view that the conclusions drawn at the time were correct and nothing in our own re-investigation, or in the Review of your case by Second Sight, represents a challenge to that position. The Post Office will not, therefore, be entering into mediation in your case.

Consequential Loss Claim

I am aware that your Case Questionnaire Response (CQR) contained a claim for losses and costs. Post Office is firmly of the view that it did not act in any way by which it could be held liable to you for the losses you are now claiming.

In the circumstances, Post Office considers your complaint to the Scheme is now concluded.

I understand that this news will come as a disappointment to you. I nevertheless hope that the extensive investigations undertaken both by Post Office and Second Sight will have demonstrated our determination to carefully consider all of the concerns you raised in your application in a detailed, comprehensive and independently verified fashion.

I am copying this letter to your professional adviser.

Yours sincerely,

GRO

Angela Van Den Bogerd

Head of Partnerships
Post Office Limited
angela.van-den-bogerd@

GRO

• No Debt written off
2008

Close case