



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

The Baroness Neville-Rolfe DBE CMG
Department for Business, Innovation and Skills,
1 Victoria Street, London,
SW1H 0ET

By Post & Email GRO

29 July 2015

Dear Lady Neville-Rolfe

Post Office Limited – retention of documents

Further to the discussions we have had with your officials yesterday at the Department for Business, Innovation and Skills, I confirm the undertakings previously given on behalf of Post Office Limited ('POL') regarding the preservation of materials relating to applicants in the scheme set up by POL to investigate individual complaints about Horizon.

In particular:

- Paula Vennells, POL Chief Executive Officer, stated to the BIS Select Committee on 3 February 2015 that Post Office Limited has preserved, and will continue to preserve, all materials relating to the Complaint Review and Mediation Scheme (the 'Scheme') and the applicants in that Scheme, and
- I undertook to the Criminal Cases Review Commission that POL would comply with its statutory duty to preserve all material considered as part of the Scheme to investigate individual complaints about Horizon. This includes (i) all documentation held by Second Sight Support Services Limited to our order; (ii) all materials relating to applications for participation in the mediation scheme, and (iii) all materials held by our solicitors relating to the cases considered as part of the Scheme.

Further, as set out in my recent correspondence with Second Sight Support Services Limited, I confirm that any materials returned to Post Office by them following conclusion of their investigations, will be preserved. These materials will be held by our solicitors Bond Dickinson.

Yours sincerely

GRO

Jane MacLeod
General Counsel

GRO