

Message

---

**From:** Georgina Blair  
on behalf of Georgina Blair  
**Sent:** 29/07/2015 08:48:29  
**To:** Gizelle Handy  
**Subject:** RE: Speak Up Line - scope of service

**GRO**

Hi Gizelle,

I am very pleased to confirm that I have the go ahead to raise a purchase order for the fees we currently owe you (£7,433 for 1<sup>st</sup> April to 31<sup>st</sup> July). In addition we would like to accept your revised quote with effect from 1<sup>st</sup> August 2015, and I am also in the process of raising a purchase order for £9,270.

Please can you confirm that we can switch to the revised pricing from 1<sup>st</sup> August 2015, and let me know if there is anything I need to get signed.

It would be great to have a meeting to discuss how we can promote the line better – possibly in the latter half of August, if you are around?

Thanks,

Georgina



**Georgina Blair**  
Risk Business Partner (Network)

Finsbury Dials  
20 Finsbury Street  
London  
EC2Y 9AQ

**GRO**

---

**From:** Gizelle Handy [mailto: ]  
**Sent:** 10 July 2015 12:00  
**To:** Georgina Blair  
**Subject:** RE: Speak Up Line - scope of service

**GRO**

Hi Georgina

The outstanding fees from 1<sup>st</sup> April to end July equate to £7,433. If you decided to go with the revised pricing we could switch this wef 1<sup>st</sup> August.

If on the other hand the Post Office decided to terminate, then there would be the fees in accordance with the termination period of three months (£5,574).

The key issue is that the line has not been promoted which is something that InTouch can help you with, would it be worth having a meeting with yourself and the new person who is now overall responsible?

I look forward to hearing from you.  
Gizelle



**Gizelle Handy**  
InTouch MCS Ltd  
Blythe Valley Innovation Centre  
Blythe Valley Park  
Solihull B90 8AJ  
United Kingdom

Tel:  
Mobile:  
Fax:

**GRO**

(Direct Line)

[www.peopleintouch.co.uk](http://www.peopleintouch.co.uk)  
<https://twitter.com/intouchMCS>  
[www.linkedin.com/company/intouch-mcs-ltd](http://www.linkedin.com/company/intouch-mcs-ltd)

**ISO/IEC 27001:2013 accredited, the internationally recognised accreditation for Information and Data Security.**

This e-mail is confidential and intended solely for the person(s) to whom it is addressed. Unauthorised dissemination or copying is prohibited. Please notify us if you receive this e-mail in error. InTouch MCS Limited accepts no responsibility for any loss or damage caused as a result of computer viruses. InTouch MCS Limited trading as InTouch, registered in England and Wales with its registered office at the address shown above. Company registration number: 4229377. VAT number GB 784975165.

---

**From:** Georgina Blair [<mailto:>] **GRO**  
**Sent:** 08 July 2015 14:34  
**To:** Gizelle Handy  
**Subject:** RE: Speak Up Line - scope of service

Hi,

I'm so sorry – I don't think I got it when you sent it the first time. However, I have now looked at it and I'm fairly confident we will be able to achieve what we are aiming for. The key decision maker is on leave until the end of next week, but I will see if I can get anybody else to release some money.

If we did decide to go with your new quote for the revised scope of service, how would that work with the existing contract (ie. at what point can we swap, and how much do we still owe you on the old one? – it would be helpful if I can pull some sort of ball park figure together.

Am just dashing out of the office to evade the Tube strike this evening, but if it would be easier to chat on the phone let me know and I'll call you tomorrow.

Thanks,

Georgina

---

**From:** Gizelle Handy [<mailto:>] **GRO**  
**Sent:** 07 July 2015 14:34  
**To:** Georgina Blair  
**Subject:** RE: Speak Up Line - scope of service

Hi Georgina

Have you had any feedback on the quotation I sent through and the outstanding PO as the auditors are now jumping up and down as you can imagine?

I have attached the quotation again for your reference.

Kind regards,  
Gizelle



**Gizelle Handy**  
InTouch MCS Ltd  
Blythe Valley Innovation Centre  
Blythe Valley Park  
Solihull B90 8AJ  
United Kingdom

Tel:  
Mobile:  
Fax:

**GRO**

(Direct Line)

[www.peopleintouch.co.uk](http://www.peopleintouch.co.uk)  
<https://twitter.com/intouchMCS>  
[www.linkedin.com/company/intouch-mcs-ltd](http://www.linkedin.com/company/intouch-mcs-ltd)

**ISO/IEC 27001:2013 accredited, the internationally recognised accreditation for Information and Data Security.**

This e-mail is confidential and intended solely for the person(s) to whom it is addressed. Unauthorised dissemination or copying is prohibited. Please notify us if you receive this e-mail in error. InTouch MCS Limited accepts no responsibility for any loss or damage caused as a result of computer viruses. InTouch MCS Limited trading as InTouch, registered in England and Wales with its registered office at the address shown above. Company registration number: 4229377. VAT number GB 784975165.

---

**From:** Georgina Blair [<mailto:georgina.blair@intouch-mcs-ltd.co.uk>] **GRO**  
**Sent:** 24 June 2015 11:54  
**To:** Gizelle Handy  
**Subject:** Speak Up Line - scope of service

Hi Gizelle,

Our existing contract with you is based on our 'Speak Up Line' being made available to all Post Office employees, agents (ie. subpostmasters) and agents' assistants, which covers all 11,500 or so branches, as well as the support functions and directly managed supply chain functions, which could be as many as 50,000 to 60,000 individuals.

We have decided we want to restrict the line to Post Office employees, and direct consultants, contractors and agency workers (but not subpostmasters and their assistants) and are amending our policy accordingly. This will mean that the number of individuals who could potentially use the line will drop to less than 9000.

Would you be able to let me know whether this reduction in expected users of the service could be reflected in any reduction in the fee charged for the Speak Up services which we receive from you?

Many thanks,

Georgina





**Georgina Blair**  
Risk Business Partner (Network)

Finsbury Dials  
20 Finsbury Street  
London  
EC2Y 9AQ

**GRO**

\*\*\*\*\*

This email and any attachments are confidential, and may be legally privileged, and are intended for the addressee only. If you are not the named recipient, you must not use, disclose, reproduce, copy or distribute the contents of this communication. If you have received this in error, please contact the sender and then delete this email from your system. The content of emails sent to or from a Royal Mail Group account may be scanned to protect the security of our systems, to ensure the use of our systems is in compliance with Royal Mail Group policies or to protect confidential information.

ROYAL MAIL GROUP LIMITED registered in England and Wales at 100 VICTORIA EMBANKMENT, LONDON EC4Y 0HQ with the registered company number 04138203

\*\*\*\*\*

\*\*\*\*\*

This email and any attachments are confidential, and may be legally privileged, and are intended for the addressee only. If you are not the named recipient, you must not use, disclose, reproduce, copy or distribute the contents of this communication. If you have received this in error, please contact the sender and then delete this email from your system. The content of emails sent to or from a Royal Mail Group account may be scanned to protect the security of our systems, to ensure the use of our systems is in compliance with Royal Mail Group policies or to protect confidential information.

ROYAL MAIL GROUP LIMITED registered in England and Wales at 100 VICTORIA EMBANKMENT, LONDON EC4Y 0HQ with the registered company number 04138203

\*\*\*\*\*

\*\*\*\*\*

This email and any attachments are confidential and intended for the addressee only. If you are not the named recipient, you must not use, disclose, reproduce, copy or distribute the contents of this communication. If you have received this in error, please contact the sender by reply email and then delete this email from your system. Any views or opinions expressed within this email are solely those of the sender, unless otherwise specifically stated.

POST OFFICE LIMITED is registered in England and Wales no 2154540. Registered Office: Finsbury Dials, 20 Finsbury Street, London EC2Y 9AQ.

\*\*\*\*\*