
From: Michael.Harvey[GRO] [GRO]
Sent: Mon 21/12/2015 2:13:35 PM (UTC)
To: Rodric Williams[GRO]
Cc: pete.newsome[GRO] [GRO]; Mark Underwood1[GRO]
Subject: RE: Strictly Private & Confidential - Subject to Legal Privilege

The letter from Jonathan Swift QC dated 16th December

Rodric,

Seasons Greetings to you too! I called on Friday and see you are out of the office until 23rd. I am currently on leave so any discussion of the below will need to wait until 2016!

The documents requested and questions forwarded by Mark have been answered separately by Pete. With respect to Jonathan Swift QC's queries about Richard Roll's allegations, I've done my best to answer the points below.

First, I believe it is important to provide some background on Richard Roll. He worked for Fujitsu in the early 2000s and as such we assume his "allegation" applies to Horizon not HNG-X. He worked in the estate management section of the Service Support Centre (3rd line support) team which comprised 20-25 people. As such he did not work in the team that provided software "fixes" etc. The third line support group have never had access to the system that would allow them to correct software errors. Such errors are always resolved by the development group and delivered to the live service via the release management process.

With respect to the claim that "one night he and his colleagues had had to secretly correct 500,000 glitches in one night which could affect branch balances", we are somewhat confused! If he is referring to software glitches then this simply is not true and probably not physically possible.

On the assumption he's not simply lying, we've tried to ascertain what he could be referring to (if anything). The best guess we have come up with, based on the alleged volume, is he may have been involved in re-sending or the processes around the sending of client files to your third party white label product providers, for example, as it was at the time, Alliance & Leicester. These had SLAs associated with them equating to the cost of 1.05p per transaction in the non-delivered file by 23.59 on the day following the original event (Post Office will have had SLAs to the third parties too). However, this process does not change branch balances and so is not a good "fit" for Mr Rolls' "allegation" but it's the best we can do!

If further clarity regarding Mr Rolls "allegation" is available then we would hope to provide a more detailed answer but as you can see from the above we are struggling to understand what he is alleging occurred.

Kind regards,

Mike

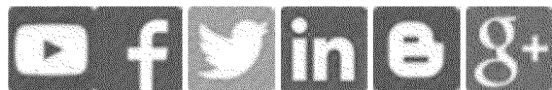
Mike Harvey

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From: Rodric Williams [mailto:[REDACTED]@postoffice.co.uk]
Sent: 17 December 2015 10:43
To: Harvey, Michael <[REDACTED]@postoffice.co.uk>
Subject: Strictly Private & Confidential - Subject to Legal Privilege

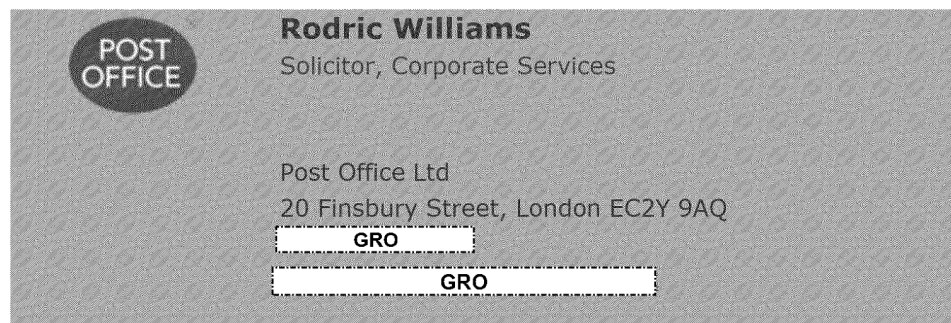
Mike,

Season's greetings.

Thank you for meeting with Jonathan Swift QC and Christopher Knight from 11KBW on Monday, especially at such a busy time of the year. In addition to the follow up items you discussed in the meeting, Jonathan has asked us to forward to you for response a letter concerning allegations made about Horizon by the former Fujitsu employee Richard Roll (see attached).

The allegations raised through Second Sight are new to us. Needless to say, we are not accepting them at face value, including those relating to how Post Office's contract with Fujitsu operates, and will be looking into them at our end also.

With kind regards and thanks for your continuing support,
Rodric



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