

Message

From: Mark Siviter [mark.siviter@GRO]
on behalf of Mark Siviter <mark.siviter@GRO> [mark.siviter@GRO]
Sent: 02/02/2021 07:59:52
To: Alisdair Cameron [alisdair.cameron@GRO]
CC: Nick Read [Nick.Read1@GRO]; Ben Foat [Ben.Foat@GRO]; Simon Oldnall [simon.oldnall@GRO]; Jeff Smyth [Jeff.Smyth@GRO]; Tim Perkins [Tim.Perkins@GRO]; Dan Zinner [dan.zinner@GRO]; Amanda Jones [amanda.jones@GRO]; Declan Salter [declan.salter@GRO]
Subject: RE: ARC - mails fraud update

Al,

On RMG I can confirm your statement is correct

Mark Siviter
Managing Director Mails & Retail

From: Declan Salter <declan.salter@GRO>
Sent: 01 February 2021 14:06
To: Alisdair Cameron <alisdair.cameron@GRO>; Jeff Smyth <Jeff.Smyth@GRO>; Tim Perkins <Tim.Perkins@GRO>; Dan Zinner <dan.zinner@GRO>; Amanda Jones <amanda.jones@GRO>
Cc: Nick Read <Nick.Read1@GRO>; Ben Foat <Ben.Foat@GRO>; Simon Oldnall <simon.oldnall@GRO>; Mark Siviter <mark.siviter@GRO>
Subject: RE: ARC - mails fraud update

Thanks, Al

FYI, it went to Carla and Tom on Friday (Tom asked for my response so I sent to both)

Kind Regards
Declan



WE'RE STRONGER TOGETHER

Declan Salter
Director - Historical Matters

GRO

EA Avene Regan

Avene.Regan@GRO

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

From: Alisdair Cameron <alisdair.cameron@[redacted] GRO >
Sent: 01 February 2021 12:16
To: Declan Salter <declan.salter@[redacted] GRO >; Jeff Smyth <Jeff.Smyth@[redacted] GRO >; Tim Perkins <Tim.Perkins@[redacted] GRO >; Dan Zinner <dan.zinner@[redacted] GRO >; Amanda Jones <amanda.jones@[redacted] GRO >
Cc: Nick Read <Nick.Read1@[redacted] GRO >; Ben Foat <Ben.Foat@[redacted] GRO >; Simon Oldnall <simon.oldnall@[redacted] GRO >; Mark Siviter <mark.siviter@[redacted] GRO >
Subject: RE: ARC - mails fraud update

Thanks Declan. On the point of honest Postmasters not being affected, it would be helpful, I think, for you to revert to Carla and Tom who I recall had clear questions – but on that specific point and assuming Jeff is now agreed?

The policing of this type of risk more broadly is with Tim P I think – right Tim?

You then leave two questions open re RMG. My understanding is that we must always flag these issues with RMG and that has been done in this case – Mark S copied. They are keen that we let the fraud run for a time so they can secure the evidence for a conviction. Any questions of compensation can be and is dealt with through those normal commercial channels.

Does that work for everyone?

Thanks Al

From: Declan Salter <declan.salter@[redacted] GRO >
Sent: 27 January 2021 21:34
To: Alisdair Cameron <alisdair.cameron@[redacted] GRO >; Jeff Smyth <Jeff.Smyth@[redacted] GRO >; Tim Perkins <Tim.Perkins@[redacted] GRO >; Dan Zinner <dan.zinner@[redacted] GRO >; Amanda Jones <amanda.jones@[redacted] GRO >
Cc: Nick Read <Nick.Read1@[redacted] GRO >; Ben Foat <Ben.Foat@[redacted] GRO >; Simon Oldnall <simon.oldnall@[redacted] GRO >
Subject: RE: ARC - mails fraud update

My report as promised; any questions, please shout.

Do you want me to forward a copy to Tom and Carla, please?

Kind Regards
Declan



WE'RE STRONGER TOGETHER

Declan Salter
Director - Historical Matters

[redacted] GRO

EA Avene Regan

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Post Office
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From: Alisdair Cameron <alisdair.cameron@GRO>
Sent: 27 January 2021 15:40
To: Jeff Smyth <Jeff.Smyth@GRO>; Tim Perkins <Tim.Perkins@GRO>; Dan Zinner <dan.zinner@GRO>; Amanda Jones <amanda.jones@GRO>; Declan Salter <declan.salter@GRO>
Cc: Nick Read <Nick.Read1@GRO>; Ben Foat <Ben.Foat@GRO>; Simon Oldhall <simon.oldhall@GRO>
Subject: RE: ARC - mails fraud update

Agreed – Tim do you own this action and when do we think we can collate a response? Thanks Al

From: Jeff Smyth <Jeff.Smyth@GRO>
Sent: 26 January 2021 15:10
To: Alisdair Cameron <alisdair.cameron@GRO>; Tim Perkins <Tim.Perkins@GRO>; Dan Zinner <dan.zinner@GRO>; Amanda Jones <amanda.jones@GRO>; Declan Salter <declan.salter@GRO>
Cc: Nick Read <Nick.Read1@GRO>; Ben Foat <Ben.Foat@GRO>; Simon Oldhall <simon.oldhall@GRO>
Subject: RE: ARC - mails fraud update

I think that we should discuss this further before we revert because in my opinion there is a loss to RMG (if labels are printed and used on letetrs/parcels) and our consumables are being used for mails transactions. If we want to make ALL transactions recoverable in Horizon this will require design, changes with Fujitsu and a slot for testing and release.
Thanks Jeff

From: Alisdair Cameron <alisdair.cameron@GRO>
Sent: 26 January 2021 15:04
To: Tim Perkins <Tim.Perkins@GRO>; Dan Zinner <dan.zinner@GRO>; Amanda Jones <amanda.jones@GRO>; Declan Salter <declan.salter@GRO>
Cc: Nick Read <Nick.Read1@GRO>; Ben Foat <Ben.Foat@GRO>; Simon Oldhall <simon.oldhall@GRO>; Jeff Smyth <Jeff.Smyth@GRO>
Subject: RE: ARC - mails fraud update

If you are sure we are correct, happy for you to revert directly to Tom and cc us all. Thanks Al

From: Tim Perkins <Tim.Perkins@GRO>
Sent: 26 January 2021 14:33
To: Alisdair Cameron <alisdair.cameron@GRO>; Dan Zinner <dan.zinner@GRO>; Amanda Jones <amanda.jones@GRO>; Declan Salter <declan.salter@GRO>
Cc: Nick Read <Nick.Read1@GRO>; Ben Foat <Ben.Foat@GRO>; Simon Oldhall <simon.oldhall@GRO>; Jeff Smyth <Jeff.Smyth@GRO>
Subject: RE: ARC - mails fraud update

Hi all,

My initial view on this is that there is *not* an issue here. I have copied Simon Oldnall (and Jeff) as I think his perspective/understanding is worth getting.

My logic behind this not being a loss-causing issue is:

- If the items are non-recoverable and power is lost, no onward settlement to a client has been processed in the transaction, the Postmaster will not have been able to take payment for the items and net it is as though nothing has happened. The resolution for the Postmaster is to re-process the items.
- If the items are recoverable and power is lost, the items return to the stack and the Postmaster ends the transaction by taking payment, which is then onward settled with the client – net, the Postmaster takes the payment that is then onwards settled leading to no loss.

So I don't see a loss causing impact.

There could be an accidental gain if the Postmaster still took payment (not processing the payment through Horizon) as a cash/cheque for non-recoverable items despite a disruption to power (rather than reprocessing the non-recovered items).

Simon – what are your views? Is the above an accurate representation of how Horizon works for these transactions?

Kind regards,

T

From: Alisdair Cameron <alisdair.cameron@[redacted] GRO >
Sent: 26 January 2021 13:53
To: Dan Zinner <dan.zinner@[redacted] GRO >; Amanda Jones <amanda.jones@[redacted] GRO >; Declan Salter <declan.salter@[redacted] GRO >; Tim Perkins <Tim.Perkins@[redacted] GRO >
Cc: Nick Read <Nick.Read1@[redacted] GRO >; Ben Foat <Ben.Foat@[redacted] GRO >
Subject: FW: ARC - mails fraud update

Fair questions...

From: Cooper, Tom - UKGI <Tom.Cooper@[redacted] GRO >
Sent: 26 January 2021 11:48
To: Carla Stent1 <Carla.Stent1@[redacted] GRO >
Cc: Tim Parker <Tim.Parker@[redacted] GRO >; Nick Read <Nick.Read1@[redacted] GRO >; Alisdair Cameron <alisdair.cameron@[redacted] GRO >; Ben Foat <Ben.Foat@[redacted] GRO >
Subject: ARC - mails fraud update

Carla

I thought the last paper for noting on mails fraud was rather disturbing.

The paper focuses on fraud risk but the concern it raises for me is about the integrity of Horizon records and postmaster accounts.

On the face of it, it looks like records are lost when the Horizon is switched off in branch. In this case fraudsters used it to their advantage. But it could also happen in a BAU context eg if there is a power failure. It seems very strange that

Horizon would allow a label to be printed without there being a simultaneous record of the transaction being logged in the system for revenue recognition purposes.

There were several cases in the GLO where postmasters blamed power outages for their losses.

So unless I've misunderstood this, it looks like this could be a rather important issue for the business and yet another post GLO fix. Also something that warrants a fuller discussion at ARC or Board – and has this been disclosed to claimants?

Tom

Tom Cooper

Director

UK Government Investments

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